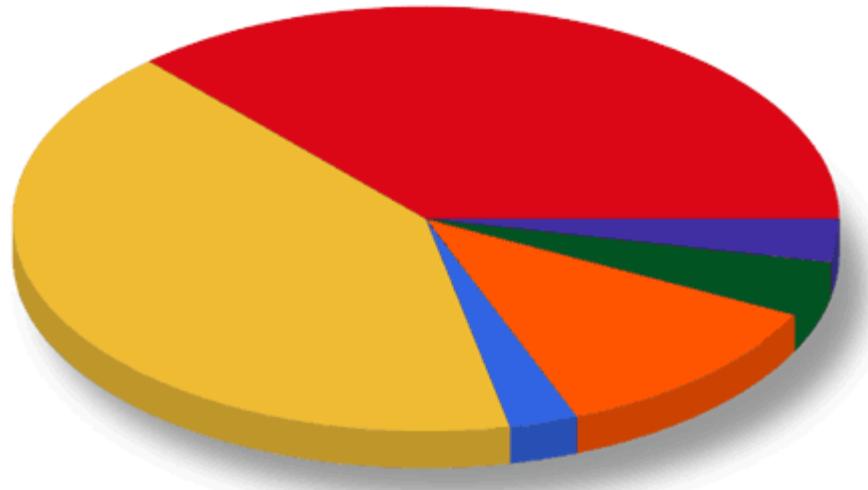


Ministry of Tourism, Culture and Sport

LibStats Application User Guide

2013 Collection



Version 3.0
June 2014

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Purpose of this guide

This guide is a resource to help you complete your Annual Survey of Public Libraries and help you use the Library Statistics (LibStats) application. The guide combines step-by-step instructions, along with a comprehensive look at each of the functions.

If you have questions or need help completing the survey, there are four Ontario Library Service consultants available to help. Please contact the Ontario Library Service office in your area.

Ontario Library Service-North

André Lépine
alepine@olsn.ca
(705) 675-6467 ext. 210
1-800-461-6348 ext. 210

Southern Ontario Library Service

Hélène Golden
hgolden@sols.org
(519) 672-0663
1-877-532-2901

First Nation libraries should contact the consultant for their area.

Ontario Library Service - North

Mette Kruger
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Patty Lawlor
plawlor@sols.org
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The Annual Survey of Public Libraries (and Ontario Public Library Statistics) is administered by the Ministry's Culture Services Unit.

Ministry of Tourism, Culture and Sport

Adam Haviaras
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For help with password issues and permissions changes, please contact:

Dianne Thompson
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Introduction

The LibStats application compiles information from annual surveys of public libraries and organizations that contract with neighbouring public library boards for library service. Once compiled, statistical library data is used by the public library community and by the province of Ontario for library planning, program and policy development.

The Annual Survey of Public Libraries provides important data on library services in Ontario. **It is one of the requirements for receiving the Public Library Operating, Pay Equity, and First Nation Salary Supplement grants, and must be completed by public libraries, and organizations that contract for public library service.** We appreciate your co-operation in collecting and compiling accurate statistics for this survey.

Target Dates

The recommended target date for public libraries, First Nation public libraries, and local services boards is July 31, 2014. To help ensure you receive your operating grant in calendar year 2014, please submit all requirements no later than the deadline, **October 31, 2014**. Submission of accurate and timely surveys helps enable the Ministry to publish 2013 Ontario Public Library Statistics in a timely fashion.

What to Submit to be eligible for 2014-15 grant(s):

1. **Annual Survey of Public Libraries in the GO-Access database:**
 - ☒ A completed survey submitted through the Enhanced Data Collection System (EDCS) LibStats application accessed through the GO-Access website at:
<https://www.gsa.gov.on.ca/apps/index.jsp>
 - Please keep a copy of the completed survey for your records.
 - Complete and submit no later than October 31st, 2014
 - Ministry staff contacts – Rod Sawyer and Adam Haviaras; Dianne Thompson for passwords.
2. **2014-15 Application in the Grants Ontario system:**
 - The application for the 2014-15 Public Library Operating, Pay Equity and First Nation Salary Supplement Grants (PLOG/PE/FNSS) will be available in Grants Ontario sometime in late June 2014. For details on grant program requirements, please visit the PLOG/PE/FNSS website
 - All grant program requirements must be attached in Grants Ontario by the program deadline of December 31, 2014
 - Ministry Staff contacts – Mima Casola and Shannon Khan.

General notes

Please refer to the following instructions and definitions in completing the **Annual Survey of Public Libraries**. Sections in this document correspond to sections in the survey form and the **One Week Survey of Library Use** (the ‘typical week’ survey). **In the Financial Section, please round all dollar amounts to the nearest dollar. Do not include cents.** Please answer all questions.

***Please note:** The Annual Survey of Public Libraries contains new questions and sections. See Page 8 for a summary.

Comment Boxes

At the end of each section of this survey are blank comment boxes. Please use these boxes to elaborate on, or further explain the data that has been entered for that particular section. For example, if there is a large variance in a number compared with the previous year, use this box to briefly explain the reason for that variance. Each box has space for 1,000 characters.

Certification and Sign-off

Once a Public Library or First Nation Public Library signs-off on its submission, the submitting library can no longer make changes or corrections to the data, except by request to the Ministry.

Saving Data

Users should ensure that they save data frequently and before moving on to the next section. If you need to leave your computer, ensure that you save data before leaving. Please note that the LibStats will timeout after fifteen minutes of no activity.

Errors and Warnings

Error and warning messages, if there are any, will appear at the top of each section after saving. If there is a problem with the data in a particular section, this will be identified by a red exclamation mark  next to the field in question. Please review error messages by hovering over the  icon.

Delete Buttons (Red ‘X’)

Beside fields where you have selected programs etc. you will see Red Xs which indicate that you have entered data. These Xs can be clicked to delete that particular line of data.

Printing

You can print your entire survey as a report by clicking the ‘Print Survey’ button in Section I – Certification. This can be done for completed or blank reports.

What's new for the 2013 Collection?

A number of changes were made to the 2013 Annual Survey of Public Libraries and its LibStats application for data collection in 2014. These are summarized below and incorporated into the guide.

Changes to questions

Annual Survey of Public Libraries data verification reports have been updated to reflect these new data fields and changes.

- 1) Section B – Local Operating Funding B2.2 is clarified to include municipal or First Nation Band local operating support. The wording becomes “Local Operating Funding (e.g. Municipality or Band local operating funding)”.
- 2) Section B 2.4 “CAP support” is no longer applicable so is no longer available in the drop down list of project grant types. CAP youth support remains.
- 3) Section D – “Other Professional Staff” is added as a new staffing type for selection for both full time and part time staff reported in D1.1 and D1.2.
- 4) Section E – Field E1.1.2 is clarified to include computers that provide access to OPAC and / or ILS.
- 5) Section E – Field E1.1.4 is clarified to include tablets such as iPads. Wording becomes “Total number of lending laptops, netbooks and tablets (e.g. iPads)
- 6) Section E – Field E1.1.3 is deleted as obsolete. The survey will no longer ask about computers that provide CD ROM access.
- 7) Section E – Field E3.5 is clarified to include kiosks. The field becomes “Deposit Stations and Kiosks”.
- 8) Section F – In Field 2.3, “First Nations Public Library Week” as a program type is a wording clarification.
- 9) Section G – Section G1.4 is renamed “Reference, Information Provision and Instruction” from “Reference”.
- 10) Section G – Section G1.5.2 is clarified to say “No. of electronic visits to the library website”.
- 11) G – G.1.5.3 “No. of Social Media Visits” is a new field.
- 12) Section H1.1 is clarified as “Databases and other downloadable services”.
- 13) Section H1.4.3 includes “Ethno-cultural and Newcomer Service Organizations as a new cultural partnership type.
- 14) Section H1.6 Significant Achievements – we ask that libraries with 3-D printers, digital service centres or labs and Makerspaces report on these initiatives to help inform the Ministry and sector of activity levels in these areas.
- 15) Section H1.7.2 “CAP Youth” replaces “CAP” as a government partnership type.
- 16) Section H.1.10 is a new write-in field on “Measuring the results of Library Services”.

Of the above changes, only 3), 11) and 16) cover significant new fields. Most others are clarifications, optional pull down menu selection updates, and wording changes.

Reminder of some key functions:

- 1) Print the entire submission – You no longer have to print your submission one page at a time. Functionality was added to the Certification form (Section I) to allow you to print your entire report or save as a PDF. To print a blank report, at least one field must contain data. Please see the Q&A on page 74 for more information.
- 2) Once you have completed the Survey, the same access point can enable you to print your entire completed Survey.
- 3) Business rules, or ‘smart fields’, will identify variances over your previous year’s data with ‘Warning’ or ‘Error’ messages to help ensure accurate data entry.
- 4) Comments
 - a. Comment boxes on each form enable 1,000 characters.
 - b. Full comments are now printed with the verification report.
- 5) “Contact us” link updated.
- 6) “Help” link now connects to this user guide.

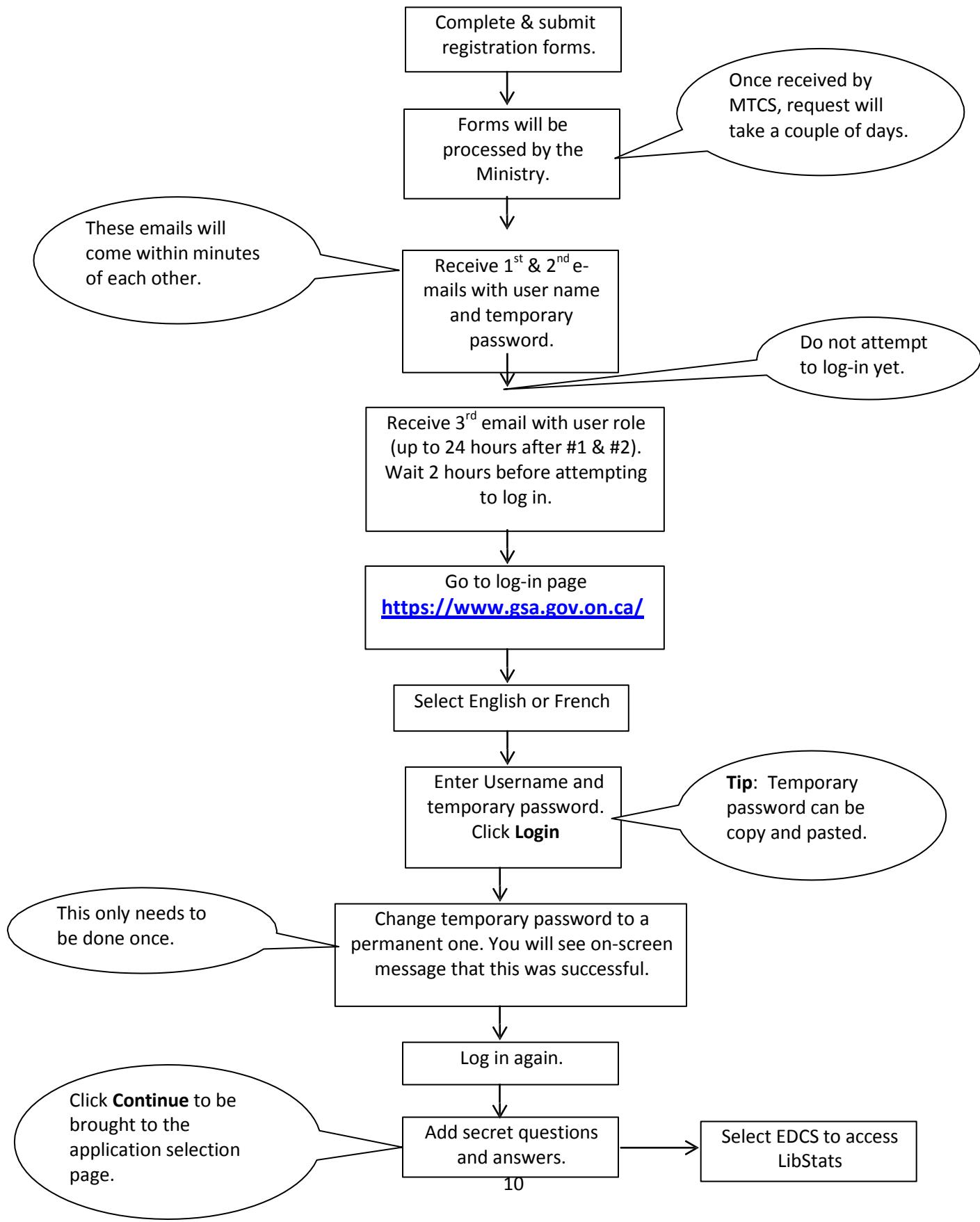
Accessing LibStats

Connecting to the LibStats Application

- ❑ A secure access registration form must be completed and submitted to the Ministry before a username and (temporary) password will be provided.
- ❑ Logging on will result in:
 - ❑ A secure connection between your computer and the LibStats application via the Internet through the Ministry's security system.
 - ❑ Access to specific LibStats functions (and menus) based on the role you have been assigned, e.g., library CEO, library contact.
- ❑ You must change your password after the first log-in but are not required to change it on a regular basis after that. Once you have changed your password, remember to save it in a safe place. You will be able to use that password in future years to access the GO-Access system and the EDCS application that houses the LibStats application

***Note:** GO-Access is completely separate from the Grants Ontario system. You will have a different username and password for each system

Flow Chart: Registration and Connecting to LibStats for the First Time



Instructions – Logging On For the First Time

Note 1: First time users will receive three separate emails from the Ministry of Education’s Community Services Cluster (CSC) that indicate their username, temporary password and role. For administrative purposes, the user must wait approximately two hours after receiving the third email before attempting to log in.

Note 2: If you did not receive any emails after submitting your user registration form or contacting the Ministry of Tourism, Culture and Sport, check your email’s spam folder.

Action	Result
Enter the URL: https://www.gsa.gov.on.ca/ on your browser’s address bar.	Access the bilingual splash page for the Community Services Cluster Security System called GO-ACCESS. Note: <i>Do not use this URL for training or testing purposes.</i>
Note: <i>If you have any difficulties logging in, call (416) 314-7125 for help during office hours.</i>	

Internet Browsers

It is recommended that the most recent version of Microsoft Internet Explorer (IE) that your computer supports be used to access LibStats. Inconsistent results may occur using other internet browsers. If you are using a browser such as Firefox or Google Chrome and achieving unsatisfactory results, it is recommended that you switch to Microsoft Internet Explorer to access and complete your survey on LibStats.

Security splash page



Action	Result
Select English or Français	You will be taken to the Security System's log-in page.

Log-in Screen

UserName/Password

User Name: smithj

Password: [REDACTED]

[Forgot your password?](#)

[Clear](#) [Login](#)

[Français](#)

Ontario

This site maintained by the Government of Ontario, Canada

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Last modified date: Wednesday May 29, 2002

Action	Result
Add this page to your website "favourites" or create a shortcut on your desktop. To add a shortcut using IE, right-click anywhere on the webpage and select "Create Shortcut".	This will save you from having to type in the URL each time you want to access LibStats.

<p>Enter the user name and password provided to you in two separate e-mails.</p> <p>Note: <i>Passwords are case sensitive. They expire during the first log in and must be changed.</i></p> <p>Click on Login.</p>	<p>Note: You can copy and paste the temporary password from the second email.</p> <p>You will be prompted to change your password during the first log on.</p>
<p>If you make a mistake, click on Clear.</p>	<p>Information in fields will be erased allowing you to start again.</p>
<p>Click on Français to change working language to French.</p>	<p>Page will be redisplayed in French.</p>
<p>Important Note: <i>EDCS – LibStats is a secure application that operates within the Ontario Public Service network. Applications within this section of the network are subject to a time out after 15 minutes of inactivity. Every time a user clicks on a link or saves a record in the application the 15-minute timer is restarted.</i></p>	
<p><i>Failure to click a link, save a record, download a report, or any other activity involving the application server within a 15 minute period will result in the user being logged off and pending changes being lost. Therefore, users should save work frequently to ensure that changes are not lost.</i></p>	

Change Password Screen

The screenshot shows the GO-ACCESS Change Password interface. At the top, there is a logo for Ontario and links to Main Menu, Feedback, and Help. The main title is "Change Password". Below the title are four input fields: "User Name", "Old password", "New Password", and "Verify Password". Underneath these fields are three buttons: "Clear", "Continue", and "Cancel". A callout box titled "Your password must:" lists the following requirements:

1. not be the same as your old password
2. not be made up of your name or user name
3. not contain accented characters like ÈÉÀ
4. be 8 characters long
5. contain an upper case letter
6. contain a number
7. contain a special character like ~!#\$%?&*()_+-=<>.,;:{}/|\^

You will need to change your password the very first time you log in. You are not required to do so after that, although it is recommended you do so periodically.

Action	Result
Enter the user name and password provided to you in the 1 st and 2 nd emails.	You will see ***** in the password fields.
Enter your new password twice - once in the New Password field and once in the Verify Password field. Your password must: <ul style="list-style-type: none"> ❑ not be the same as your old password ❑ not be made up of your name or user name ❑ not contain accented characters like è, á, ô, Ç or É ❑ be at least 8 characters long ❑ contain an upper case letter ❑ contain a number ❑ contain a special character like ~!#\$%?&*()_+-=<>.,;:{}/ \^ Samples: Duckie4% or \$77Library	If unsuccessful, make sure that you have included all the necessary components of the password.
Click on Continue .	If successful, you will see the message <i>Your password has been successfully changed</i> .
If you make a mistake, click on Clear	Erase information in fields and re-start.
Click on Cancel .	Return to log-in screen.
Note: Once you have changed your password, you will be required to log in again.	

Secret Questions for Password Retrieval

The personal information collected on this form is necessary for the proper administration of the Government of Ontario's Corporate Security Policies. It is collected for the purpose of correctly identifying you. The information will be used to verify your identity and ensure that your digital ID correctly identify you and no one else. This personal information will be securely stored and will neither be used nor disclosed for any other purpose. You can access this page anytime to view, change, or remove this information.

You can contact Government of Ontario's Corporate Security Branch if you have any questions regarding this application or information, at ca_liaison@mba.gov.on.ca or phone (416) 327-3180.

You must input two different secret questions and answers the first time you log in. This will enable you to create a new password if you forget yours. You can access the secret question page anytime to view, change or remove the information. You are the only one who will know these questions and answers.

Action	Result
Enter the first question. Enter the answer. Re-enter the answer for validation.	The question should not be so general that anyone would know the answer, e.g., <i>Who is the Prime Minister of Canada?</i> Sample Questions: What is my mother's maiden name? What is my child's teacher's name? Where was my father born? Note: <i>You cannot use accented characters in the secret questions or answers.</i>
Enter the second question. Enter the answer. Re-enter the answer for validation.	The 2 nd question is also mandatory. If you forget your password, you will be prompted for the answers to both questions.
Click on OK Correct any errors that may have occurred.	The questions and answers will be validated. Where errors are made, you will get messages such as: <i>"Answers to question one do not match. Please try again." OR "All input fields must be provided. Please correct and try again!"</i> You will be prompted to log on again.
Enter your user name and password.	You will be taken to the Security System's home page.

Instructions – Logging On After the First Time

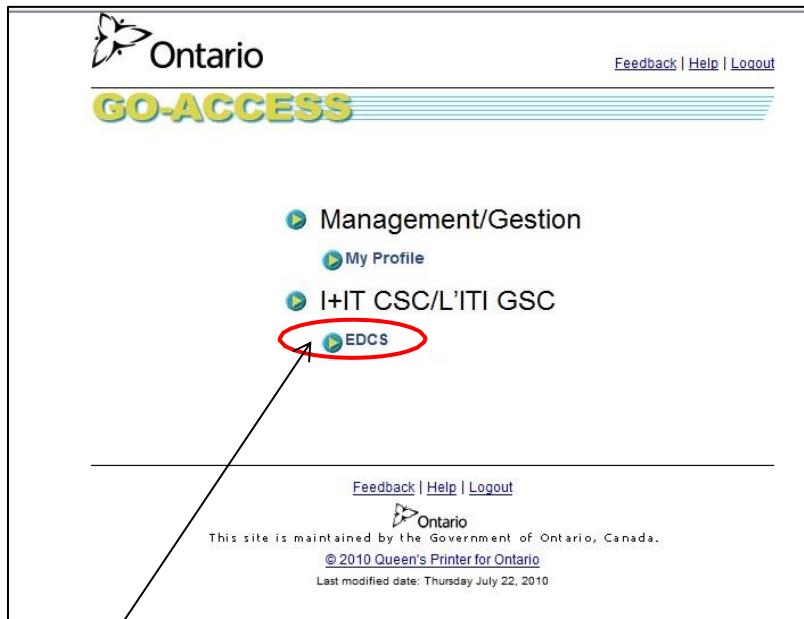
Action	Result
Enter the URL Ministry users and Library users: https://www.gsa.gov.on.ca/ into your browser's address bar or access the shortcut or favourite/bookmark that you created.	Access the Log-in screen. 
Enter your User Name and Password. Click on Login .	Go to the Security System's English or French Home page (depending on your profile).
Other Actions	Result
Click on Forgot your password?	You will be prompted to answer the secret questions.
Click on Clear .	Information in fields will be erased allowing you to start again.

Note: You will be automatically logged off (timed out) after a period of non-activity (about 15 minutes). You will be brought back to the Login screen when you attempt to use LibStats. Any work that is not saved will be lost.

Note: After three unsuccessful attempts at logging in, you will be required to answer the secret questions in order to obtain a new password. If you have not completed the security question process the first time you log in, you will need assistance to reset the password.

Security System's Home Page

After logging in, the next screen that appears is the **Security System** Home page.



As new applications become available, they will be accessed from the security system home page by authorized users with a single user name and password.

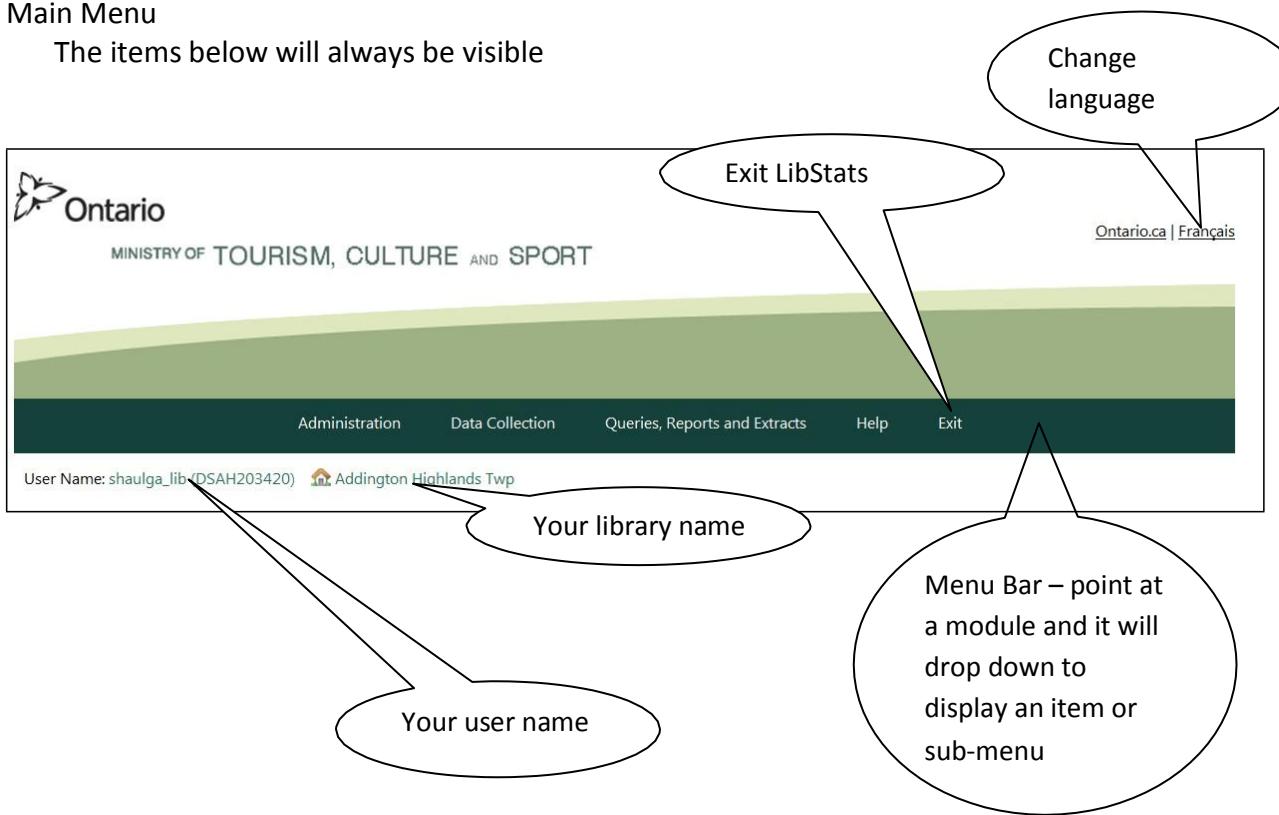
Action	Result
Select EDCS	Go to the MTCS Splash page
Select Library Statistics (LibStats)	Go to the <i>LibStats home page</i> (see next page).



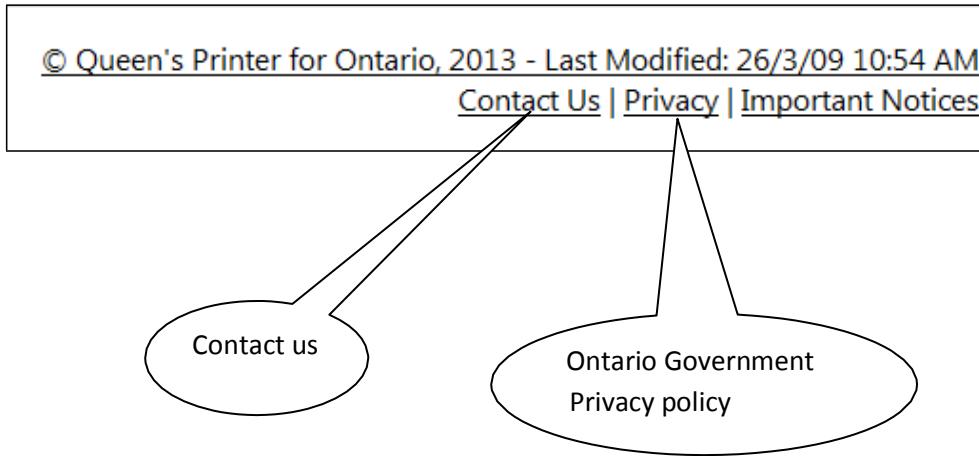
Getting around LibStats

Main Menu

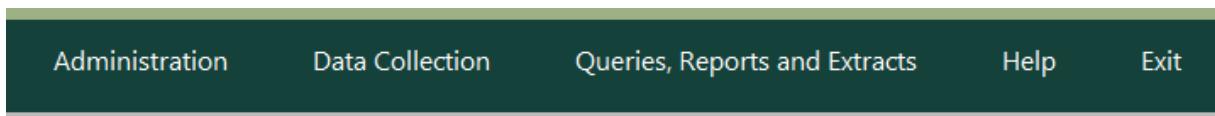
The items below will always be visible



Bottom of page



LibStats Main Menu Overview



Library users have access to the following modules and functions:

Administration

- Update library information
- Update library *site* information
- Add/delete a library site

Data Collection

- Add/update a submission
- Sign off data by library or contracting organization
- Data correction

Data Collection Functions

- Sign off (Library administrators only)

Queries, Reports and Extracts

- Run reports
- View reports

Help

- Access this user guide online

Exit

- Sign off and exit the LibStats application

***Important Note:** If you need to change your library address, website URL, CEO name or other similar information, you must do so through the 'Administration' tab (and not the data submission tab).

Your change will appear in the Administration section once you make it. You may not see the updated address, URL or CEO that you have entered in the Administration section actually appear in Section A General Information until after the Ministry closes down Production on the year's survey.

Sidebar menus

Use the sidebar menu to navigate from form to form in the Administration and Data Submission modules without having to click “next” on each form. They will be highlighted to indicate which form you are currently using.

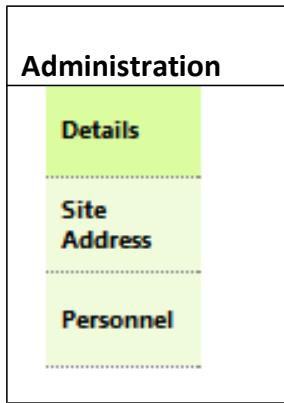
Administration	Data submission (library)	Data submission (contracting organization)
Details Site Address Personnel	A. General Information B. Financial Information C. Library System Holdings D. Library System Staffing E. Library System Facilities F/G. Library System Activities H. Partnerships and Initiatives I. Certification	A. General Information B. Financial Information I. Certification

Note: In order to be reflected in the submission, all changes to the tombstone library information in the Administration Module must be made before signing off the data submission.

Administration - Update library information

Note: This 'Administration' section is to be used when library information changes are needed, such as a new CEO name and contact information, a new mailing address, or a new library website URL etc. If these circumstances do not apply, please skip to page 29 and the Data Collection flow chart.

Overview of Administration forms



Library users can only access forms and data for their own library. The user's default library will be displayed as shown below in the red circle on the *Search Criteria* form.

Click on the *Library ID* number to access the administration forms for that library.

Note: Users can change the Administration module information at any time.

The form consists of two main sections: 'Search Criteria' and 'Library List'.

Search Criteria: Fields include: Library Name (dropdown), Survey Period (dropdown), OLS Region (dropdown), Library Service Type (dropdown), Status (dropdown), and Search (text input). Buttons: Reset (with a red circle around the 'L0005' entry in the dropdown), Apply.

Library List: A table with columns: Library ID, Library Name, Survey Period, OLS Region, Library Service Type, and Status. The 'Library ID' column header is bolded. The 'L0005' entry in the 'Library ID' column is circled in red. The table has a header row with letters A through M and a footer row for page size (10).

	A	B	C	D	E	F	G	H	I	J	K	L	M
N	O	P	Q	R	S	T	U	V	W	X	Y	Z	#
Library ID	Library Name	Survey Period	OLS Region	Library Service Type	Status								
L0005	Addington Highlands Twp	Calendar Year	Southern Ontario Library Service	Public or Union Library	Open								

Note: Library users cannot search for or access libraries for which they don't have access.

Library Details

Note 1: * indicates a mandatory field

Note 2: Data will be validated upon entry and cannot be saved unless it conforms to the field requirements.

*Library Number:	L0005
*Library Legal Name:	Addington Highlands Twp
*Period for which this survey applies:	Calendar Year
*Ontario Library Service (OLS) Region:	Southern Ontario Library Service
*Library Service Type:	Public or Union Library
*Status:	Open
*Upper Tier Code:	57
*Date Opened:	2000/01/01
Date Closed/ Restructuring Date:	
Restructured Library:	
Comments/ Restructuring Information:	
Rural South	

Field name	Comments
Library Number	Cannot be changed by a library user
Library Legal Name	This is the legal name of the Municipality, Local Services Board or First Nation or organization that is contracting for the library service
Period for which this survey applies	Calendar year or fiscal year
Ontario Library Service (OLS) Region	Ontario Library Service – North Southern Ontario Library Service Toronto
Library Service Type	Seven library types
(Library) Status	Open or Closed
Upper Tier Code	Cannot be changed by a library user
Date Opened	This field is for Ministry staff use only
Date Closed/ Restructuring Date	This field is for Ministry staff use only
Restructured Library	Select from drop-down list
Comments / Restructuring Information	500 characters

Site address – Part 1

* Site Name:	Addington Highlands Twp
* Site Type	<input checked="" type="radio"/> Main <input type="radio"/> Secondary
* Date Opened:	2000/01/01 
Date Closed:	<input type="text"/> 
* Website Address:	www.addingtonhighlandspubliclibrary

Field name	Comments
Site Name	Library may have multiple sites. Each site must be recorded.
Site Type	Main or Secondary Note: There can only be one “Main” site.
Date Opened	Use the calendar date picker to select open date for site
Date Closed	Use the calendar date picker to select closed date for site(s) where applicable
Website Address	Library’s URL

Site Address – Part 2

Library Site Mailing Address	
Street	<input type="text"/>
Number:	<input type="text"/>
Suffix:	<input type="text"/>
* Street Name:	<input type="text" value="11 22nd Street"/>
Street Type Code:	<input type="text"/>
Unit Number:	<input type="text"/>
P.O. Box Number:	<input type="text" value="Box 72"/>
RR Number:	<input type="text"/>
* City:	<input type="text" value="Flinton"/>
Province:	Ontario
*	
Municipality:	<input type="text" value="Addington Highlands"/>
* County:	<input type="text" value="Lennox and Addington"/>
* PostalCode:	<input type="text" value="K0H1P0"/>

Field name	Comments
Street number	Alpha-numeric
Suffix	
Street name	Alpha-numeric
Street Type Code	
Unit number	Alpha-numeric
P.O. Box Number	Alpha-numeric
RR Number	Alpha-numeric
City	Alpha
Province	Ontario
Municipality	Drop down list
County	Drop down list
Postal Code	Alpha-numeric

Note: Some organizations have separate mailing and street addresses. State the street address if it is different from the mailing address. See previous page for information about specific fields.

Site address – Part 3

Library Site Physical Location (if different from mailing address)	
Same As Above	<input type="checkbox"/>
Street Number:	3641
Suffix:	
* Street Name:	Clinton Rd.
Street Type Code:	
Unit Number:	
P.O. Box Number:	
RR Number:	
* City:	Clinton
Province:	Ontario
* Municipality:	Addington Highlands
* County:	
* PostalCode:	K0H1P0
Comments:	Amalgamation of: the Twp of Denbigh, Abinger & Ashby; and the Twp of Kaladar, Anglesea & Effingham.
Delete Save	

Comment Box

Please use this box to indicate changes to mailing address, physical address of library, website URL or other important pieces of information for this section.

Personnel

LibStats has been pre-populated with personnel information from previous data submissions. Users can edit the information as required.

Ensure that personnel information is provided for the Municipal Clerk, Local Services Board Chair or person with signing authority for the First Nation Band.

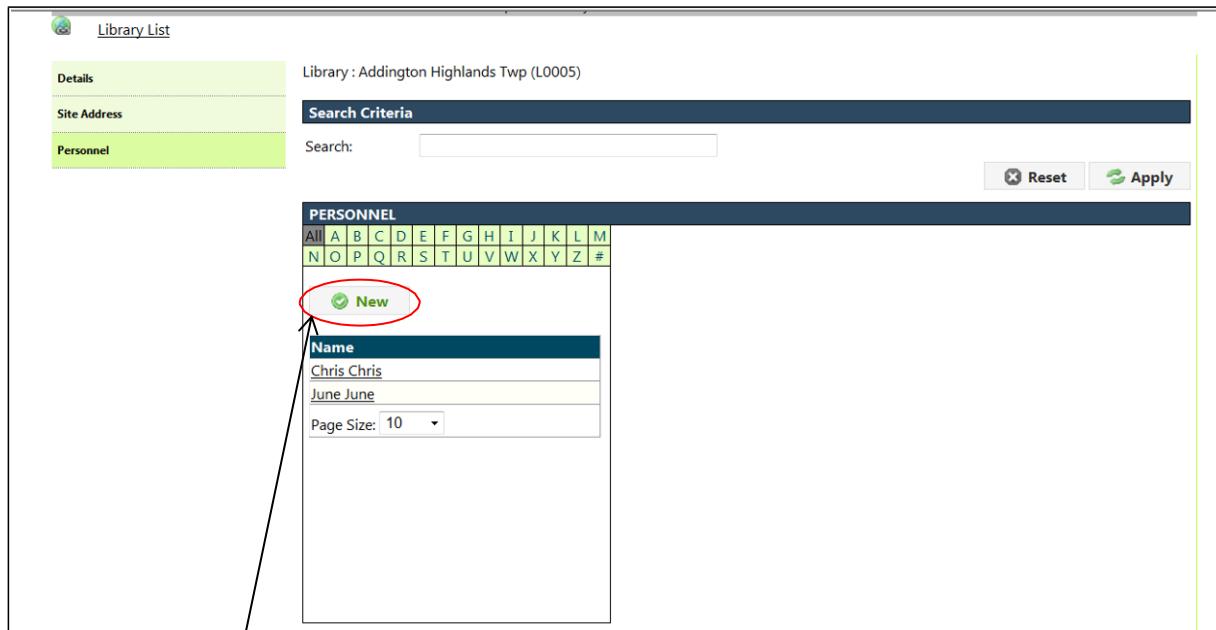
* First Name :	Mary
* Last Name :	Smith
* Position Type :	Library CEO
* Telephone Number :	(905)-476-7233 x 101
Fax Number :	(905)-476-8724
* Email Address :	Librarian22341@hotmail.com
* Assignment Start Date :	2000/01/01 
Assignment End Date :	
Comments:	<div style="border: 1px solid #ccc; height: 60px; width: 100%;"></div>

Click **Save** when done.

Field name	Comments
First Name	Alpha
Last Name	Alpha
Position Type	Drop-down list
Telephone Number	Alpha-numeric
Fax Number	Alpha-numeric
Email Address	Alpha-numeric
Assignment Start Date	Use the calendar date picker to select start date for site(s) where applicable
Assignment End Date	Use the calendar date picker to select closed date for site(s) where applicable
Comments	

Adding other personnel

If the library CEO or contact, Local Services Board Chair or person with signing authority for the First Nation's Band is *not* the contact person to answer any questions the Ministry may have about information provided on the survey, add a new contact and provide the name, telephone number, fax and e-mail address of the person to contact.



Library List

Details Library : Addington Highlands Twp (L0005)

Site Address

Personnel

Search Criteria

Search:

Reset Apply

PERSONNEL

All	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	#			

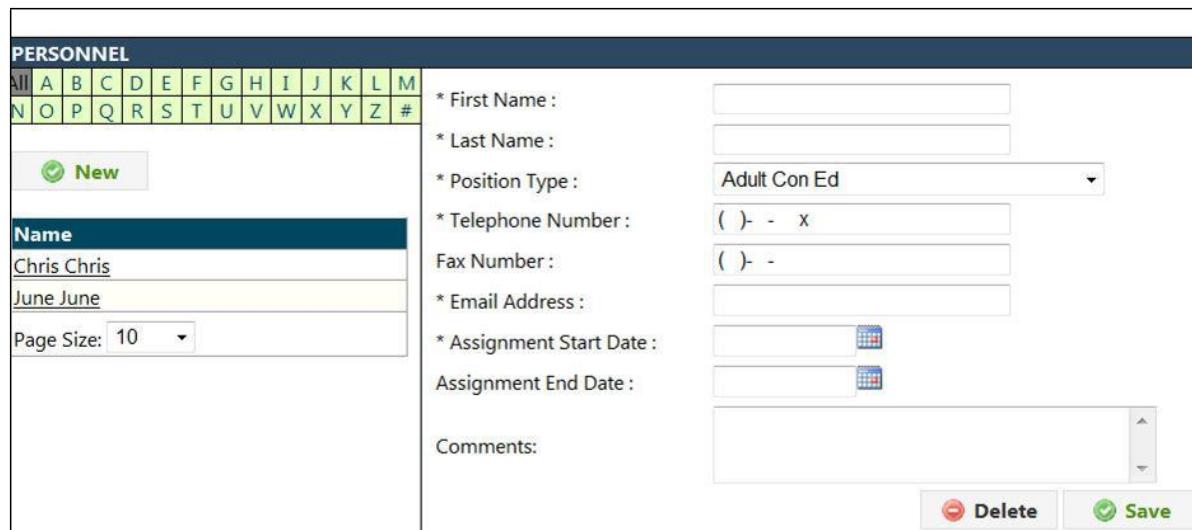
New

Name

Chris Chris
June June

Page Size: 10

- 1) Click **New**.
- 2) Complete the form as per the guidelines on page 26.
- 3) Click/ **Save** when done.



PERSONNEL

All	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	#			

New

Name

Chris Chris
June June

Page Size: 10

* First Name :

* Last Name :

* Position Type :

* Telephone Number :

Fax Number :

* Email Address :

* Assignment Start Date :

Assignment End Date :

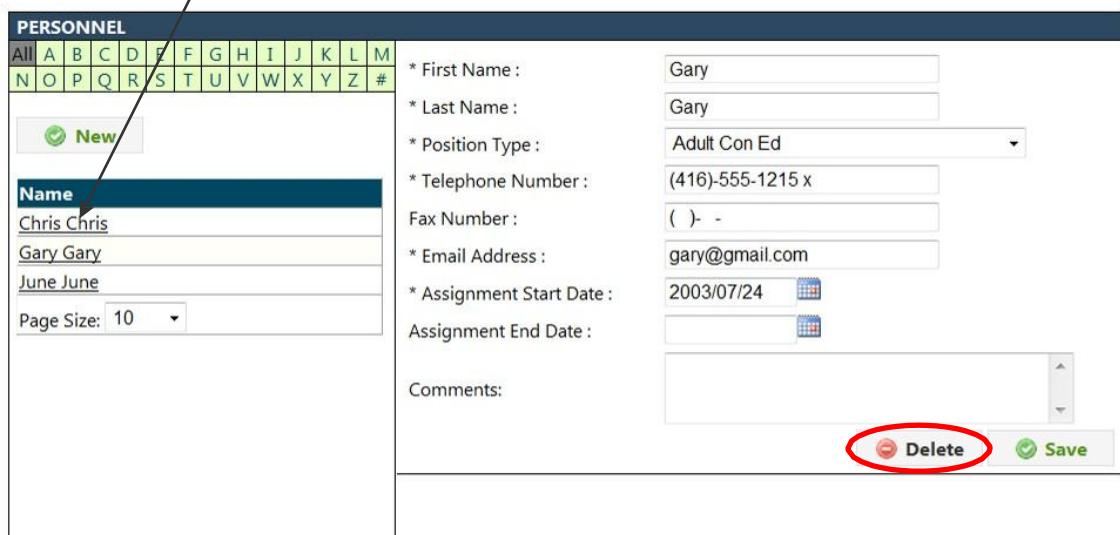
Comments:

Delete Save

Delete a personnel record

If a contact leaves the library or is no longer in the role of a contact with the Ministry, delete their contact record.

- 1) Select the contact to be deleted from the list on the left side of the form.



PERSONNEL

All	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	#				

Name
Chris Chris
Gary Gary
June June
Page Size: 10

* First Name : Gary
* Last Name : Gary
* Position Type : Adult Con Ed
* Telephone Number : (416)-555-1215 x
Fax Number : () -
* Email Address : gary@gmail.com
* Assignment Start Date : 2003/07/24
Assignment End Date :
Comments:
Delete **Save**

- 2) Add a comment to indicate that the person has left or is no longer in that role.
- 3) Click **Delete**. User will be asked to confirm.



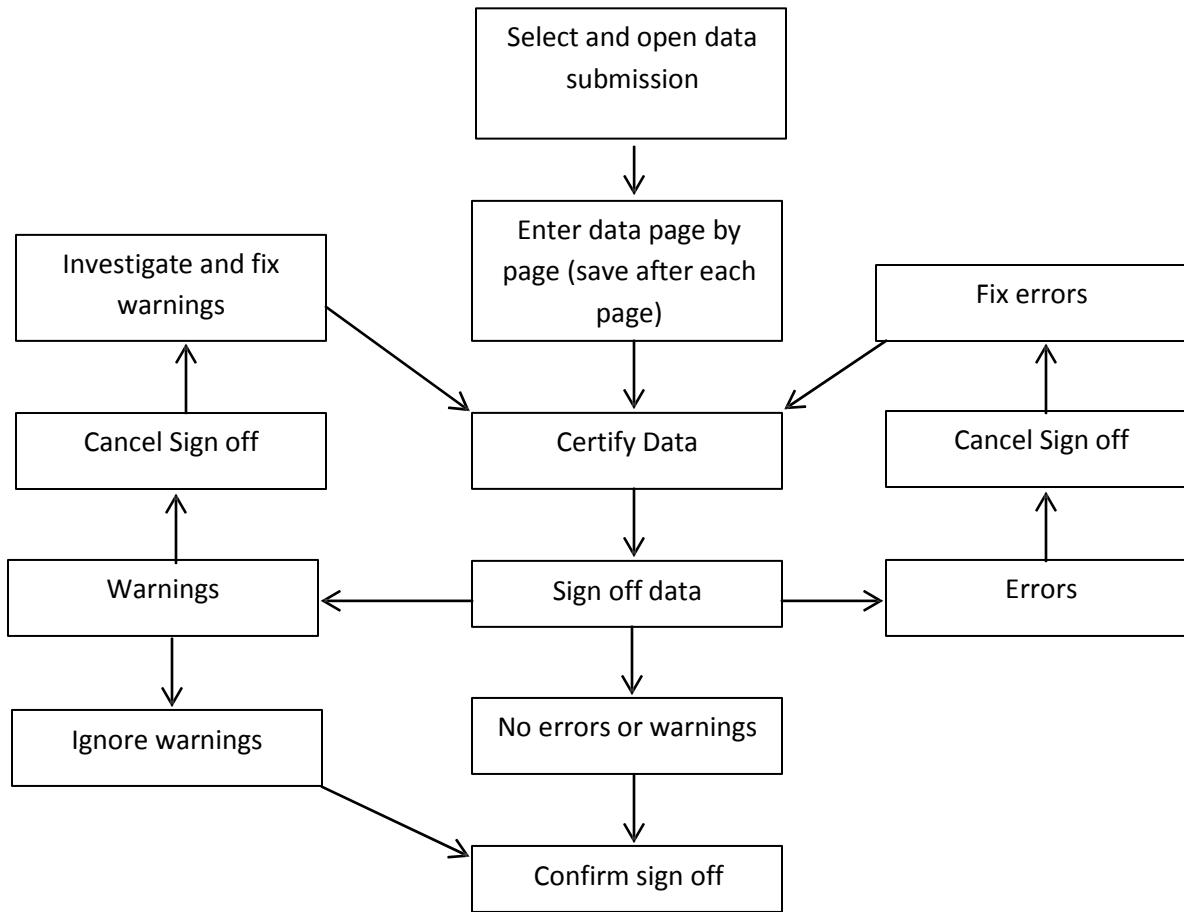
If sure, click **Yes**.

Note: The contact record can also be updated with information for a new contact. In that case, change the information required and click on **Save**.

Data Collection

Data Submission Process Overview (library/contracting organization users)

Note: Once the library has signed off the data, the Ministry will review and conduct its own sign-off.



*If you have to leave your computer or interrupt your data entry, be sure to save before doing so.

Note: Errors and warnings – the system will allow you to save if there are ‘warnings’ but if there are ‘errors’ you will not be allowed to save until they are corrected. Errors must be corrected before proceeding.

You should pay attention to both errors and warnings to ensure that data is correct.

Data Submission Status Codes

Status	Explanation
Pending opening	The Ministry has opened the data submission but either the Library's previous submission has not been fully signed off and / or the start date of the new submission has not been reached.
Open	The Ministry has opened the submission and the Library can begin to enter data in the submission (as the library's previous submission has been fully signed off). Note: Library users will be automatically notified by email that they can begin to enter data.
Open (Organization Sign-off Completed)	Library has submitted all the data and has verified its accuracy using the LibStats sign-off functionality.
Ministry Sign-Off	The Ministry has reviewed the submission data and is satisfied with its accuracy and completeness. Library may be contacted for further clarification of data if necessary.
Pending Data Correction	This status appears while the Ministry is reviewing a request by a library to re-open one of its submissions for the purpose of updating data. Once approved the status will change to Open. If the request is rejected the status will revert to Sign-off.
Closed	Once all libraries/contracting organizations and the Ministry have signed off on each submission, the submission is closed and no further changes can be made. Note: This status refers to the entire submission for all libraries and not just the submitting organization.

Overview of data submission forms

Required data	
Library	Contracting Library
A. General Information	A. General Information
B. Financial Information	B. Financial Information
C. Library System Holdings	I. Certification
D. Library System Staffing	
E. Library System Facilities	
F/G. Library System Activities	
H. Partnerships and Initiatives	
I. Certification	

This guide includes information for all required forms. Contracting Library users can skip over Sections C – H of this guide as they are not related to their submission.

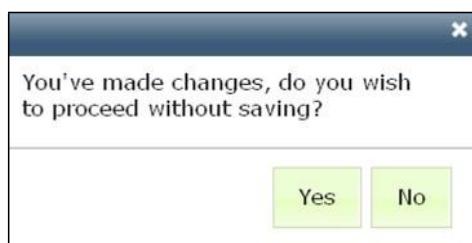
Notes:

- 1) Data will be validated upon entry and cannot be saved unless it conforms to the field requirements. Errors will be displayed in red. This is a sample error message:

Error Saving

ERROR: The B1.1 "Net Balance brought forward from previous year" is selected as Nil, amount must be zero

- 2) Data for each form must be saved. If a change is made to the form and the “Save” button is not clicked, the following warning will be displayed:



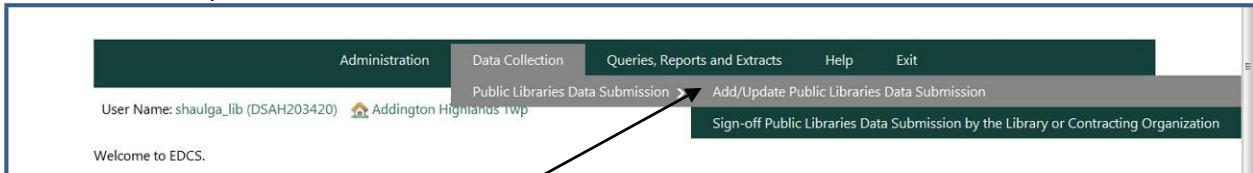
Click “No” to save the data.

3) Users will encounter these symbols on certain fields.

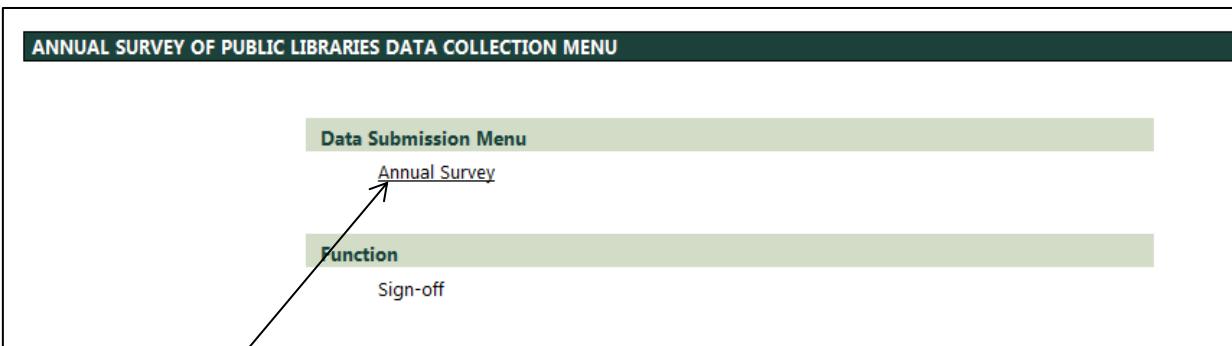
	Delete the row.
	Add a new row.

Accessing the data submission forms

1) Point at a menu item for the menu choices to drop down. The small white arrow indicates sub-menu options as shown below.



2) Select “Add/Update Public Libraries Data Submission”



3) Select “Annual Survey”

Section A: General Information – Library and Contact Information

These two sections contain read-only tombstone information from the Administration module. To update this information, use the Administration module before signing-off the data submission (see previous section).

A1.0 Identification	
A1.1 Legal Name:	L0072 - Georgina
A1.2 Period for which this survey applies:	Calendar Year
A1.3 Ontario Library Service (OLS) Region:	Southern Ontario Library Service
A1.4 Type of Library Service:	Public or Union Library
A1.5 Mailing Address:	90 Wexford Drive
A1.6 City/ Town:	Keswick
A1.7 Province:	Ontario
A1.8 Postal Code:	L4P3P7
A1.9 Street Address (if different from mailing address):	
A1.10 City/Town:	
A1.11 Province:	
A1.12 Postal Code:	
A1.13 Web Site Address:	www.georginalibrary.ca
A1.14 No. of Active Library Cardholders	14279
A2.0 Current Library CEO, Municipal Clerk, Local Services Board Chair, or person with signing or operational authority for the First Nation Public Library	
A2.1 First Name:	Mary
A2.2 Last Name:	Smith
A2.3 Telephone Number:	(905)-476-7233
A2.4 Fax Number:	(905)-476-8724
A2.5 Email Address:	msmith@georgina.ca

Note: If you want to change any of the above information, please refer to page 21 on updating Library information under the 'Administration' tab.

A1.0 Library Identification

- A1.1 Legal name of library: This is the name of the library which under the *Public Libraries Act* conforms to the following format: the (insert name of municipality or county) Public Library/Union Public Library/or County Library. For a library established by a Local Services Board or First Nation Band, state the library's name.
- A1.2 Period for which this survey applies.
- A1.3 Ontario Library Service (OLS) Region: Please indicate which OLS agency provides your library with service. If Toronto Public Library, indicate Toronto.
- A1.4 Type of Library Service: Please indicate which type of library is completing the survey by checking one of the four boxes. LSB library means a library that is operated by a local services board.
- A1.5, A1.6, A1.7, A1.8, A1.9, A1.10, A1.11, A1.12 Library Mailing Address Library mailing address and library street address: Some libraries have separate mailing and street addresses. State the street address if it is different from the mailing address.
- A1.13 Library Web Site Address: If the library has a web site, state its address.

- A1.14 Number of Active Cardholders (please state the number of library cardholders who have used their library card in the past two years).

A2.0 Current Library CEO

- **A2.1, A2.2, A2.3, A2.4, A2.5:** The *Public Libraries Act* requires public libraries to have a Chief Executive Officer. Please give the CEO's first and last name, telephone number, fax number and e-mail address.

Section A3.0 - Contact Person for information on this survey (if person named above is not contact person)

A3.0 Contact Person for information on this survey (if person named above is not contact person)	
A3.1 First Name:	Gary
A3.2 Last Name:	Tester
A3.3 Telephone Number:	(416)-212-6226 x
A3.4 Fax Number:	() - -
A3.5 Email Address:	gary.tester@ontario.ca
Comments: <div style="border: 1px solid #ccc; height: 100px; width: 100%;"></div>	
<input style="margin-right: 10px;" type="button" value="→ Next"/> <input checked="" type="button" value="Save"/>	

A3.0 Contact Person

- **A3.1, A3.2, A3.3, A3.4, A3.5:** Please state the name, telephone number, fax and e-mail address of the person to contact if the Ministry has any questions about information provided on the survey, if the library CEO is not the contact person.

Comment Box

Please use this box to highlight changes to mailing address, physical address of library, website URL or other important pieces of information for this section.

Click **Save** to save all the data in Section A.

Click **Next** to go to the next form.

Section B – Financial Information

Note: You must round all amounts to the nearest dollar. Do not enter cents. For fields in Section B where there is not financial information applicable, please leave the field blank.

B1.0 Net Balance brought forward from previous year		
B1.1	<input type="radio"/> Surplus <input type="radio"/> Deficit <input type="radio"/> Nil	
B2.0 Operating Revenues		
B2.1 Provincial Operating Funding. Does not include project revenue.		
B2.1.1	Public Library Operating Grant (PLOG)	
B2.1.2	Pay Equity Grant	
B2.1.3	First Nation Salary Supplement Grant	
B2.1.4 Total Provincial Operating Funding		0
B2.2 Local Operating Funding (e.g. Municipality or Band local operating funding)		
B2.3 Contract Revenue (funds from other municipalities, LSBs or First Nation Bands that contract for library services). Specify name of contracting organization and amount received from each. (Does not apply to contracting municipalities)		

Updated

B1.0 Net Balance Brought Forward From Previous Year

B1.1: Report, as in standard accounting audit procedures. Check the appropriate box to indicate whether the amount you are reporting is a surplus, deficit, or nil. If there is neither a surplus nor a deficit, you must click 'nil' and enter zero

Examples

Surplus: Click Surplus and enter dollar amount

Deficit: Click Deficit and enter dollar amount

Nil: Click nil and enter 0 (zero).

Important Note: For fields from B2.0 to B4.10, leave the field blank if there is no financial data to enter. Do not enter "0". If you encounter problems saving, look for and remove "0"s.

B2.0 Operating Revenues

B2.1 Provincial Operating Funding:

- **B2.1.1** Public Library Operating Grant (PLOG)
- **B2.1.2** Pay Equity Grant
- **B2.1.3** First Nation Salary Supplement
- **B2.1.4 Total Provincial Operating Funding** (automatically adds previous three fields) This is the annual library operating grant (B2.1.1) and pay equity funding (B2.1.2) that the library, First Nation Band Council or Local Services Board receives from the Ministry of Tourism, Culture and Sport. First Nation Salary Supplement should be reported in field B2.1.3). Do not include provincial Project Funds including Summer Experience funding in this field. Project Funds are reported in B 2.4.

B2.2 Local Operating Funding (e.g. Municipality or First Nation Band local operating funding) This is the amount of funding the library board receives from the Local Municipal Council, First Nation Band or Local Services Board for library operations. If the municipality, county, First Nation Band or Local Services Board pays library related facility/utility costs and salary and

benefit costs, the amount of those payments must be included in the Local Operating Grant (to reflect local support); and in the facilities/utilities expenditure line (B4.4) (to ensure that all library related facility/utility expenditures are captured).

B2.3 Contract Revenue

Some library boards have contracts with local services boards, municipalities and First Nation Bands to provide their residents with library services. If your library has such a contract, report revenue received here. Specify the names of the contracting municipalities, local services boards, or First Nation Bands and give the amounts you receive from each organization.

B2.4 Project Grants Please select from the drop down list below	
CSIF	100
Other Project C	100
B2.4.1 Total Project Grants	
B2.5 Donations (monies donated by outside bodies, e.g. Friends groups, trust funds etc.)	200
B2.6 Self Generated Revenue (e.g. fines, fees, sales/fundraising, room rentals, cafe revenue, etc.)	100
B2.7 Debt Services and Reserve Fund Revenues	200
B2.8 Other (Specify any other source of funds not included above and indicate the amount received from each funding source listed, e.g. Connectivity)	100
Connectivity	200
B2.9 Total Operating Revenues	
	800

B2.4 Project Grants: This is targeted funding received from government or other organizations through an application process or as year-end capacity support to undertake projects. Examples of project funding include Culture Strategic Investment Fund (CSIF), year-end capacity building funding for public libraries (including any credit component), Trillium Foundation funding, special funding programs to hire summer students, ServiceOntario, Community Access Program youth support and Young Canada Works. Choose all that apply from the drop- down menu. Specify any Project Grants not included above in the “Other Project Grant” write- in fields.

First Nation public libraries that have not yet reported their 2012-13 \$636 one time operating support and \$1,000 capacity building support should report it in the drop down menu as a write in field. Suggested wording is “2012-13 year end support”.

B2.5 Donations: Please state the amount of money donated as a gift to the library by individuals, Trust Funds or such organizations as Friends Groups or Public Service Clubs. Do not report value of “in kind” donation.

B2.6 Self-generated Revenue:

This is the amount of funding generated by the library from fees, non-resident fees, fines, room rentals, photocopy or fax services, sales/fundraising, café revenue, program and events, revenues etc.

B2.7 Debt Services and Reserve Fund Revenues:

Please report the total amount of the following:

- debt services: receipts from the municipality/municipalities for which the library was established; and,
- transfers from reserve funds: revenues received from reserve funds (special or restricted accounts). For the purposes of this report, the balance brought forward from the

previous year is not a reserve fund and should not be reported here.

B2.8 Other: Report funding under the “other” category only if it does not fall under any of the previous categories (e.g., Connectivity, interest, contracts for service with school boards).

*The reporting library should list other funding, including the amount. Report year end funding or capacity building funding support for Ontario public libraries, and credits administered by Ontario Library Service agencies, in B2.4 Project Grants above.

B2.9 Total Operating Revenue:

This is the combined total of all revenues in Section **B2**.

B3.0 Capital Revenue

B3.0 Capital Revenues (funds for land, building construction/renovation or furniture or new automation systems)		
B3.1 Provincial	<input type="text"/>	
B3.2 Federal	<input type="text"/>	
B3.3 Local	<input type="text"/>	
B3.4 Other (specify any other source of funds not included above and indicate the amount received from each funding source listed; report each funding source on a separate line)	<input type="text"/>	<input type="text"/> 
B3.5 Total Capital Revenues	<input type="text"/> 0	

B3.1, B3.2, B3.3: Capital Revenue is funding that the library has received for land, building construction/renovation or furniture or new automation systems. Report the amount received from Provincial, Federal or Local Governments (e.g. funds from development charges) in the spaces provided.

- **B3.4 Other revenue** - If the library has received capital revenue from a non-government source (e.g. capital funding from a friends group), please report that capital revenue (including the name of the source) under the ‘other’ category). Report library portion if known for multi-use buildings otherwise report full multi-use building amount. If reporting full multi-use, put in the ‘Comments’ box.

B3.5 Total Capital Revenues - This is the total of B3.1 – B3.4 inclusive.

B4.0 Operating Expenditures

B4.0 Operating Expenditures	
B4.1 Materials Expenditures	
B4.1.1 General (Include all physical items that are not electronic, e.g. books, periodicals, videotapes, etc.)	<input type="text"/>
B4.1.2 Electronic (e.g. electronic subscriptions and other databases, downloadable media, gaming software, Playaway, DVDs, and e-resources)	<input type="text"/>
B4.2 Staffing (Total funds spent on all staff, including benefits.)	<input type="text"/>
B4.3 Staff Training (Total funds spent on staff training, including travel and accommodation)	<input type="text"/>
B4.4 Facilities/Utilities (Costs related to library facility operation, e.g. insurance, rent, lighting, maintenance, etc.)	<input type="text"/>

B4.1 Materials Expenditures fall into two categories:

- **B4.1.1 General:** Report the total amount spent on the purchase of physical items for use by the public, in all formats except subscriptions to computer readable materials. Do not count payments for acquisition, cataloguing, processing, or binding services on this line, as it is included under 'other'.
- **B4.1.2 Electronic:** Report the amount spent for subscriptions to electronic materials including such items as CDs and DVDs, electronic subscriptions and other databases, and e-resources. Include Overdrive in your totals for this field.

B4.2 Staffing: Total amount spent on all staff (full-time, part-time, casual/occasional/relief and seasonal staff) employed by the library in the reporting year, including all employer contributions to benefits and pensions.

B4.3 Staff Training: Report all funds spent on staff training through courses, workshops and conferences, whether electronic or in person. Include related travel and accommodation expenditures.

B4.4 Facilities/Utilities: State the total amount spent on library facilities during the reporting year, including rent, heat, electricity, equipment contracts/rental (e.g. photocopier), maintenance, repairs, mortgage payments and insurance. Include here any contracts for janitorial, landscaping or security guard services. Include payments for furniture and equipment only if the purchases were made as a part of the library's operating budget (e.g. replacement of broken chairs). Do not report telecommunications costs here, as they are collected under telecommunications costs. If the municipality, First Nation Band or county pays library related facility/utility costs, the amount of this payment should be included in the overall facilities/utilities expenditure. The amount is also captured on the local operating grant line (B2.2) to reflect local support in the revenues subsection of the survey.

B4.5 Telecommunication costs	<input type="text"/>
B4.5.1 Telephone and Fax	<input type="text"/>
B4.5.2 Dedicated Internet Connectivity Costs (e.g. wireless, ISDN, dedicated lines.)	<input type="text"/>
B4.6 Computer Services (Total spent on computer equipment and related expenses, e.g. computer maintenance contracts, etc., new automated systems, etc.)	<input type="text"/>
B4.7 Debt Charges and Transfers to Reserve Funds	<input type="text"/>
B4.8 Funds returned to government sources	<input type="text"/>
B4.9 Contract payments made to library board for library services (Specify the library board(s) and amount given to each board; report each payment on a separate line)	<input type="text"/> <input type="text"/> 
B4.10 Other (specify all other expenditures not reported above and indicate the amount spent for each expenditure listed; report each item on a separate line)	<input type="text"/> 

B4.5 Telecommunication Costs

- **B4.5.1 Phone and Fax:** state the costs incurred for library telephone and FAX services (exclude costs for dial-up telephone lines that are reported below).
- **B4.5.2 Dedicated Internet Connectivity Costs** and/or dial-up lines used exclusively to connect to an ISP: report here such costs as the amount spent for ISDN dedicated lines, wireless communications services, cable or satellite costs for Internet services, and dial-up telephone lines used exclusively to connect to an ISP. If it is not possible to separate out your dial-up lines from your telephone lines, report this cost on the line B4.51 for Phone and Fax.

B4.6 Computer Services: Report the total amount spent on automated system upgrades, computer equipment and software, including equipment purchased through such programs as Community Access Program (CAP). Do not report telecommunications costs related to computer services here, as they are collected under B4.5 telecommunication costs.

B4.7 Debt Charges and Transfers to Reserve Funds: Report the payment on principal and the payment of interest on the principal (debt charges). For transfers to reserve funds, report those funds which have been moved to a reserve fund account.

B4.8 Funds Returned to Government Sources: If your library board is required to return any surplus operating funding to the governing municipality or band, report such returns here. Include funds that have been returned to the Federal and/or Provincial government(s).

B4.9 Contract payments made to library boards for library service: if your organization provides library service by contracting with a library board or boards, give the name of the library board(s) and the amount paid to each.

B4.10 Other: Please review all of section B4, before reporting any expenditure under B4.10. Report other expenditures not cited above. Include such items as contracts for consulting, legal and audit services, payments for acquisitions, cataloguing, maintenance contracts, processing, binding, repairs to things other than equipment, postage or shipping related to acquiring library materials or programming costs such as speaker and performers costs, television costs, and advertising and promotional costs.

Comments – Provide any relevant comments.

B5.0 Total Operating Expenditures	0
B6.0 Total Capital Expenditures (funds expended on land, building construction/renovation or furniture)	<input type="text"/>
Comments:	<input type="text"/>
◀ Previous Next ▶ Save	

B5.0 – Total Operating Expenditures

Provide the total for all operating expenditures in Section B.

B6.0 – Total Capital Expenditures

- Report the total amount spent for land, building construction, renovations (e.g. new roof), new furniture, new automated systems and funds expended for the initial collection of circulating and reference materials for a new library or library branch. For multi-use buildings report library portion and, if no, otherwise report full costs and indicate in Comments Box the library percentage of square footage. Do not report funds expended to repair or replace worn or broken furniture in an existing library facility as a capital expenditure. Expenditures to replace worn and broken furnishing are reported as Operating Expenditures B4.4 Facilities Utilities.

Comments - Use this comment box to highlight significant changes or variations in financial data from previous years or to elaborate on other items related to project funding. Describe any major new expenditure such as capital etc.

Click **Save** to save all the data in Section B.

Click **Next** to go to the next form.

Section C – Library System Holdings

C1.0, C2.0, C3.0: The Library System Holdings Chart collects information on all library holdings. The chart requires libraries to categorize their holdings into one of three categories: Reference, Circulating or Periodicals. The holdings chart also collects data on language, titles held and volumes held, and include a special area in each category for reporting on electronic resources.

Note: Volumes will always be greater than, or equal to your number of titles.

- Do not count a title, volume or electronic resource in more than one category (e.g. if you count a title in the *reference* category, you cannot count it again in the *circulating* category).
- Exclude materials that the library accesses through a “pool” (e.g. OLS pool, regional pool) as these items are not a part of the library’s collection.
- Count music in the language in which it was catalogued, published or issued (i.e. if a recording was catalogued in French, it is counted as part of the library’s French holdings)
- Count each microfiche title as one microfiche volume.
- Count a multi-media kit based on its primary component. For example, a multimedia kit, whose primary component is a CD should be counted as a CD.
- For bilingual materials, count titles based on how they are catalogued (e.g. if a library catalogues a bilingual publication in both languages, it counts the document once in English and once in French).

Definitions (these categories are used in Sections C1, C2 and C3)

Titles Held	A title is a unique catalogue entry, and includes books, tapes, videos, multi-media sets etc. Multiple copies of a single title count as one title.
Volumes Held	A volume is a physical unit. For example a print encyclopedia has one title and is normally composed of many volumes.
Special Collections	A special collection is any collection of materials that is unique to your library and that is <u>not</u> captured in the regular catalogue system of holdings. (e.g. A local history collection that includes original photographs, pamphlets or other locally relevant items or; another example could be a special Theatre Collection that includes books, plays, original scripts etc.) If a special collection is already captured in the regular holdings of a library, please indicate the name of your collection in the Comment Box at the bottom of the section.

Electronic resources	<p>All materials owned or licensed by the library that are only accessible in computer readable format and / or other electronic devices are electronic resources. The Electronic Resources category includes subscriptions to commercial databases, CDs and DVDs, E-books, Audio- books, gaming software, downloadable media, and non- commercial locally created databases, e.g. local history collections in digital form.</p> <p>When counting electronic resources count each database subscription as one subscription.</p> <p>For CDs and DVDs, and E-books, report both the number of titles, as well as the number of copies of each CD or DVD title, and E-book title held.</p> <p>For electronic periodicals (i.e. periodicals that are electronic resources) report the following: the number of periodical database subscriptions, the number of CD titles, the number of copies of CDs, and the total number of individual electronic periodicals titles. For example, a library with electronic subscriptions to Electric Library and CPI.Q would report two electronic subscriptions, and the total number of individual periodical titles available through them.</p> <p>Note: SOLS compiles a summary data chart of electronic holdings (e.g. databases and e-periodicals) supported by Ministry funding. Please use the chart to include electronic holdings relevant to your library. Data is available on the SOLS site and also on the Help tab in the EDCS / LibStats database.</p>
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Reference Holdings

Note: Titles Held must be less than or equal to Volumes Held for each language's column CD and DVD Titles must be less than or equal to CD and DVD Copies for each language's column Titles of E-resources must be less than or equal to Copies of E-resources

C1.0 Reference	English	French	Other
C1.1 Titles Held			
C1.2 Volumes Held			
C1.3 Electronic Resources			
C1.3.1 No. of Databases			
C1.3.2 No. of CD and DVD Titles			
C1.3.3 No. of copies of CD and DVDs			
C1.4 Special Collections - original format			
C1.5 Special Collections - digital format			

C1.1, C1.2, C1.3, C1.3.1, C1.3.2, C1.3.3 Reference: Reference materials are resources (other than periodicals) that may not be taken out of the library. Include all formats, e.g. directories, indices, vertical file materials, microfilms, maps. Count subscriptions to tools which only provide access to **abstracts** of periodical articles as reference tools.

C1.4, C1.5 Reference Special Collections: 'Original' items the item in original formats (e.g. an original photograph or pamphlet). 'Digital' items include digitized copies of original items (e.g. a digital version of an original photograph). Note: every photograph, or other record or piece of information in a collection counts as 1 item.

C2.0 Circulating	English	French	Other
C2.1 Titles Held			
C2.2 Volumes Held			
C2.3 Electronic Resources			
C2.3.1 No. of CD and DVD Titles			
C2.3.2 No. of copies of CD and DVDs			
C2.3.3 No. of Titles of E-resources, including E-books			
C2.3.4 No. of Copies of E-resources, including E-books			
C2.4 Special Collections - original format			
C2.5 Special Collections - digital format			

C2.1, C2.2, C2.3, C2.3.1, C2.3.2 Circulating: Those materials which are loaned to library users and may be removed from the library. Include all formats, e.g. videos, talking books, DVDs, CDs and books on tape.

C3.0 Periodicals, Databases and Downloadable Items			
	English	French	Other
C3.1 Titles Held			
C3.2 Electronic Resources			
C3.2.1 No. of Database Subscriptions			
C3.2.2 No. of CD and DVD Titles			
C3.2.3 No. of copies of CD and DVDs			
C3.2.4 No. of individual electronic periodicals titles			
Comments:	<div style="border: 1px solid #ccc; height: 150px; width: 100%;"></div>		
<input type="button" value="Previous"/> <input type="button" value="Next"/> <input type="button" value="Save"/>			

C3.1, C3.2, C3.2.1, C3.2.2, C3.2.3, C3.2.4 Periodicals: Magazines, newspapers and other publications issued in instalments. Exclude standing orders (e.g. annual almanacs and directories). Count subscriptions to tools which only provide access to **abstracts** of periodical articles as reference tools.

Additional Electronic Resources definitions

Gaming software: Electronic software title which is typically packaged in DVD Rom format and is played through a platform (a.k.a. system) and viewed or played on a monitor or television device by the participants. I.e. platform = Nintendo Wii Gaming software title = Donkey Kong Country Returns.

Playaway: A standalone pre-loaded audio book device requiring battery power and head phones which contains one audio title. The Playaway device is typically loaned out to library patrons in the same fashion as normal print material from the library collection.

Downloadable Media: Formatted electronic files (media) that can be downloaded or transferred from an existing database, repository or file sharing system and freely used, stored or transferred by the patron for personal use onto another electronic device including but not limited to, mp3 players or other proprietary audio playback devices, proprietary electronic reading devices, usb storage devices, cellular phones, personal computers or other types of personal media players. Downloadable media often will appear in proprietary file formats which will only play on defined devices. Mainly downloadable media appears in more common or universal or open source formats such as mp3, pdf.

Comment Box

Please use this box to list the names of your special collections or to highlight your collection-related achievements for the survey year (e.g. digitization of a local history collection).

Click **Save** to save all the data in Section C.

Click **Next** to go to the next form.

Section D – Library System Staffing

This section asks for information on full time and part time library staff and volunteers organized by job class. Assign staff to job classes based on the qualifications for the job class. As many library employees work somewhat different hours in the summer months, do not use summer hours as a basis for staffing reports. Report staffing based on hours worked in a typical week in the calendar year.

- **D1.1 Full Time:** A full time job class is one where an individual works at least 35 hours per week or full time equivalent. Count workers in job classes working fewer than 35 hours per week or full time equivalent as part-time.* **If your library does not have any job classes that work 35 hours or more or full time equivalent per week do not report any full time employees.**
- **D1.2 Part Time:** A part time job class is one where an individual works fewer than 35 hours or full time equivalent hours per week.

D1.0 How many hours per week in your library constitute a full time position (must be at least 32.5 hours)?

D1.0 Full-time position: State how many hours per-week constitutes a full time position in your library. Please note that question D1.0 must be completed with a number of 35 or more, unless your library qualifies for the exemption* indicated below, as that is the figure employed by the annual survey system to calculate full-time equivalents.

* Libraries that recognize fewer than 35 hours as a full-time equivalent position (e.g. some libraries recognize 32.5 hours in their collective agreements) can enter that number.

If your library does not have any job classes that work 35 hours or more per week, please complete D1.0 stating how many hours a full-time position would be if your library had full time staff, report that you have no full time job class staff in section D1.1, and report all job classes as part-time in D1.2.

If your library does not have any full time job classes that work 35 hours or more per week, and you do not know how many hours a full time position would be if your library had full time staff, please complete question D1.0 using the number 35, as that is the figure employed by the annual survey system to calculate full time equivalents. Then report that you have no full time job class staff in section D1.1, and report all job classes as part-time in D1.2.

D1.1 Full Time Staff (i.e staff working 35+ hrs per week or full time equivalent e.g. 32.5)	
Job Class	No. of People
Librarians	4
Library Technicians	7
EXCEL Graduates	
Other Professional Staff	
Other Staff	12
Volunteers	

D1.1 - Full Time Staff Table

State the number of people that work in the library in the following job classes:

- Librarians: The number of full time staff holding a degree in library/information science from an accredited school e.g. MLS, MIS, MLIS with the qualification recognized in the job class.
- Library Technicians: The number of full time staff holding a diploma in library techniques from a community college with the qualification recognized in the job class.
- EXCEL Graduates: The number of full time staff holding an EXCEL certificate
- Other Professional Staff: The number of full time staff holding a non-library degree, diploma, certificate or equivalent qualification from a recognized school or program (e.g. accountant, information technology professional, human resource professional, fund-raiser) with the qualification recognized as a requirement in the job or job class.
- Other Staff: All other full time staff not included above
- Volunteers: The number of full-time library volunteers - including volunteers involved in such activities as literacy programs, book sales, story hours, shelving, book mending etc. Do not count hours that library board members spend on official duties (e.g. board meetings).

D1.2 Part Time Staff Table

State the number of people that work in the library in the following part time job classes and the total number of hours worked per week for each job class. Calculate the total hours worked per week for each job class by adding the total weekly hours or the total weekly hours worked for all people in the job class.

Fixed Hours Example:

If a library had three part time staff in the Librarian job class, and each person worked 20 hours per week, the library would report a total of 60 hours per week for that job class. If a library had four Library Technicians, one working five hours per week, one working 10 hours per week, one working 15 hours per week, and one working 17 hours per week, the library would report a total of 47 hours per week for the Library Technician job class.

Varied Hours Example:

If the hours worked by people in a job class vary, report the total average weekly hours worked.

(e.g. if there are 2 people in the librarian job class, and one normally works 8 hours per week, and the other works 10 or 12 hours per week, report 2 people in the job class working a total of 19 hours per week.)

D1.2 Part Time Staff (i.e staff working less than 35 hours or full time equivalent (e.g. 32.5))		
Job Class	No. of People	Total hours worked per week for each job class
Librarians		
Library Technicians	4	64.00
EXCEL Graduates		
Other Professional Staff		
Other Staff	40	558.75
Volunteers		

- Librarians: Part time staff holding a degree in library/information science from an accredited school e.g. MLS, MIS, MLIS with the qualification recognized in the job class.
- Library Technicians: Part time staff holding a diploma in library techniques from a community college with this qualification recognized in the job class.
- EXCEL Graduates: Part time staff holding an EXCEL certificate
- Other Professional Staff: Part time staff holding a non-library degree, diploma, certificate or equivalent qualification from a recognized school or program (e.g. accountant, information technology professional, human resource professional, fund-raiser) with the qualification recognized as a requirement in the job or job class.
- Other Staff: All other part time staff not included above. Count hours worked during the reporting year by staff who are called in for shifts not regularly scheduled here.
- Volunteers: Part time library volunteers, including people involved in literacy programs, book sales, story hours, shelving, student community service, book mending etc. Do not count hours that library board members spend on official duties (e.g. board meetings).

Comment Box

Please use this box to elaborate on major staffing level changes or to further elaborate if your library has full-time equivalent staffing hours less than 35 hours per week etc. (e.g. different from the norm).

Click **Save** to save all the data in Section D.

Click **Next** to go to the next form.

Section E – Library System Facilities

E1.0 Public Access Workstations	No.
E1.1 Total No. of Public Access Workstations available in your library	<input type="text"/>
Of the total number given above, state how many:	
E1.1.1 Provide Internet access	<input type="text"/>
E1.1.2 Provide OPAC and/or ILS Access	<input type="text"/>
E1.1.4 Total number of lending laptops, netbooks, and tablets (e.g. iPads)	<input type="text"/>
E1.2 E-readers	<input type="text"/>

E1.0 Public Access Workstations

This section asks libraries for information on public access workstations. Public access workstations are computer workstations used by the public. Exclude workstations that are designated for staff use (e.g. workstations used by staff located on the information/reference desk).

E1.1.1, E1.1.2 Public Access Workstation Table:

State the total number of public access workstations located in the library and indicate how many provide Internet access, and OPAC or ILS access.

E1.1.4 Laptops, Netbooks and Tablets (e.g. iPads)

State the total number of Laptops, Netbooks and Tablets the library has available for in library use or loan.

E1.2 E-Readers

State the total number of E-readers the library has available for in-library use or loan.

E2.0 Library Automation and Connectivity

E2.0 Library Automation and Connectivity	
E2.1 Does your library have an automated catalogue system?	<input type="radio"/> Yes <input type="radio"/> No
E2.2 (if above is "Yes", please specify system used)	<input type="text"/>
E2.3 Does your library provide wireless Internet connection?	<input type="radio"/> Yes <input type="radio"/> No

E2.1, E2.2: Indicate whether the library has an Integrated Library System (ILS) or automated catalogue of holdings. If an ILS or automated catalogue of all holdings in the library system exists, specify the system used.

E2.3: Indicate whether or not the library provides a wireless Internet connection.

E3.0 Facilities and Hours of Operation (all service points)

E3.0 Facilities and Hours of Operation	No. of Service Points	Total Weekly hours of operation for all service points
E3.1 Main Library	1	15.00
E3.2 Branches open 12 hours per week or more	1	16.00
E3.3 Branches open less than 12 hours per week		
E3.4 Bookmobile stop locations		
E3.5 Deposit Stations and Kiosks (refer to criteria)		
E3.6 No. of Bookmobiles owned by your library board		
Comments:	 	

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E3.1, E3.2, E3.3, E3.4, E3.5, E3.6: Provide information on the number of library service points and the total weekly hours of public operation for each. Base your report on winter hours or hours open during a typical week.

To be considered a service point, an outlet must meet the following criteria:

- offer library service directly to the public,
- be open at regularly scheduled times,
- have a permanent collection, and
- be staffed by library personnel.

There are five types of library service points, they are: the main library, branches open 12 hours per week or more, branches open less than 12 hours per week, bookmobile stop locations, and deposit stations and kiosks.

To be a service point, a deposit station or kiosk must have ongoing collection management through staff visits or collection rotation managed by library staff. An example would be a deposit collection in a nursing home that is rotated quarterly by public library staff or a kiosk dedicated to or providing public library services in a community centre.

This section also asks for two types of information related to bookmobiles: the number of bookmobile stop locations and the number of bookmobiles owned by the library (e.g. a library could own one bookmobile with stops in four locations). For bookmobile stops, report the number of unique locations where a bookmobile stops, not the number of times a bookmobile stops at a specific location – e.g. If a bookmobile stops at 4 locations 5 times a week, it reports 4 bookmobile stops)

Comment Box - Please use this box to advise of new branch openings, branch closures, the acquisition of new library systems etc.

Click **Save** to save all the data in Section E.

Click **Next** to go to the next form.

Section F – Library System Activities

F1.0 Total Annual Circulation (Actual Annual Direct Circulation)

F1.0 Total Annual Circulation (Actual Annual Direct Circulation)			
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Report the total number of items charged out from your library's permanent or permanent deposit collections for use outside the library. Count all items charged out, whether the items are actually used inside or outside the library. Count one for each item charged out, and one for each item renewal. Include in your circulation total, the circulation of items borrowed from other libraries and then provided to your library users. Also include the circulation of rotating or bulk loan collections which were provided to your library users. Exclude the actual or estimated circulation of bulk rotating collections provided by your library to other libraries or organizations. If your library does not have an electronic or manual full year circulation count, take your Typical Week number for Total circulation of all library materials (G1.1.3), multiply it by 50, and enter the result.

F2.0 Annual Programs

F2.0 Annual Programs	Totals
F2.1 No. of programs held annually	
F2.2 Annual program attendance	

F2.1 Number of programs held annually

A program is a planned presentation given at a scheduled time by library staff or another resource person to a group of library users. Include children's story hour, class visits, scheduled tours of the library and talks given to classes or groups that introduce users to library materials or services. Programs can take place outside the library (e.g. book talks in a classroom). To avoid double counting, only the library in the jurisdiction where the programs are presented should report the program and its attendance.

- Include co-sponsored programs if library staff are involved in planning, implementing or presenting the programs,
- If each session requires specific preparation and covers a different topic, count each session as a separate program. (e.g. If a library had a summer reading program and each session covered a different topic requiring different preparation, then those would count as separate programs.)
- Exclude activities such as exhibits, contests, parades, or library booths at fairs,
- Exclude the use of library meeting rooms by groups other than the library itself.

F2.2 Annual Program Attendance

Report the actual audience numbers at all programs for the entire year.

F2.3 Program types. Please list all that apply

F2.3 Program types. Please list all that apply	Number of programs	Number of attendees
Early literacy and Early learning		
Other Children's programming		
Summer Reading		
Homework help		
Class instruction at a library or school		
Teen programming		
Newcomer focus		
Careers, job help / skills		
Business Development		
Community Development		
Technology, social media and computer literacy		
Genealogy, local history, Doors Open		
Adult learning (not covered elsewhere)		
Seniors programming		
Culture Days, poetry and story readings, art shows		
First Nations Public Library Week		
First Nation Communities Reads		
Ontario Public Library Week / Canadian Library Month		
Book Clubs		

F2.3 Program types: Please list all that apply in the list below and provide total numbers (programs and attendees) for each.

Clarification: If a program matches two or more program categories, select the one you believe the program matches. For example, if your library offers a Toddler Time program, record it as either “Early literacy and early learning” or “Other Children’s programming” but not both.

Note: the list of program types covers some leading programs that public libraries provide. It is not intended to be an exhaustive list. **The number of programs in the list and attendees in total a library reports should be equal to or less than the total program and program attendance data reported in F2.1 and F2.2. A library may have additional programs not addressed in the F2.3 program type list.**

- **Early literacy and early learning:** include programs designed for children up to and including the age of 6. If a family literacy program has “literacy for children” as its focus, include it here.
- **Other Children’s programming:** any children’s programs that do not focus on children’s early literacy and early learning (e.g. puppet shows or crafts. etc.)
- **Summer Reading:** any summer reading programs that are a part of a library’s regular programming including corporately sponsored summer reading programs
- **Homework help:** this includes programs designed to help elementary and high school level students with their homework in any subject.
- **Class instruction at a library or school:** please include all programs in which a class comes to the library for programming or when library staff attend a school as part of the library’s programming.

- **Teen programming:** any programming that is specifically targeted for teenagers.
- **Newcomer focus:** include any programs aimed at helping new residents or new Canadians to integrate and settle in Canada.
- **Careers, job help / skills:** any programs that help provide youth and adults with help/advice in finding a job, career development and other employment-related skills.
- **Business Development:** this can include any program that provides help/advice to current or prospective small, medium and large business entrepreneurs.
- **Community Development:** this can include programming that addresses community capacity building, community empowerment or organizing, municipal planning or
- municipal cultural planning, forums for public input and participatory planning, community-based planning and group work, or that brings together representatives from a number of sectors for development and planning purposes.
- **Technology, social media and computer literacy:** any program designed to help patrons of all ages and skill levels with the knowledge and use of various technologies, computer software and social media practices.
- **Genealogy, local history, Doors Open:** any specialized program or event aimed at helping patrons undertake genealogical research or, events promoting local history or Doors Open within the community.
- **Adult learning** (not covered elsewhere): any other programs aimed at helping adults 18 years of age or more.
- **Seniors programming:** any programming specifically targeted for seniors.
- **Culture Days, poetry and short story readings, art shows:** please include every instance of a session or event related to Culture Days, readings, art shows or related programming not included elsewhere.
- **First Nations Public Library Week:** Include Launch events and all other programs planned specifically for this Week.
- **First Nation Communities Read:** Include all programming and displays based on the year's selected titles and other recommended books.
- **Ontario Public Library Week / Canadian Library Month:** Include any Launch and all other programs planned specifically for this Week and Month.
- **Book Clubs:** Include all book clubs, excluding children's and teen programming.

F3.0 Inter Library Loan Activity (ILLO)

F3.0 Annual Inter-Library Loan Activity "(ILLO)"		Totals
F3.1 Requests Made and Items Borrowed		
F3.1.1 No. of requests made to other libraries		
F3.1.2 No. of items being borrowed		
F3.2 Requests Received and Items Lent		
F3.2.1 No. of requests received from other libraries		
F3.2.2 No. of items lent		

Inter Library Loan (ILLO) is the loan of an item from the permanent collection of one library system to another or the supply of a substitute item (a photocopy). Do not count inter-branch loan (i.e. loans between branches of the same library system). An ILLO request is made when one library asks another library to borrow one or more items.

The VDX Monthly ILLO Statistics Report provides the data required to complete this section of the annual survey. It allows you to view monthly statistical reports of your ILLO activity. To view a statistical report in the VDX system, log into your VDX account:

1. Select Reports in the left panel of VDX screen.
2. Check the radio button beside Monthly ILL Statistics.
3. Leave the Start Date and End Date boxes at the bottom of the menu blank.
4. Click Submit.
5. The report will appear on your screen. Use your browser's print command (File - Print, or the Printer icon) or select, copy, and paste data to an Excel spreadsheet.

Note: Please pay close attention to F3.0 numbering since it was changed in 2011 to better align borrowing and lending activities.

F3.1 Requests Made and Items Borrowed

F3.1.1 Number of requests made to other libraries: this is the total number of ILLO requests that your library made. This is called 'Requester – Requests' on the VDX system report. It counts the number of requests that the library created and sent to other libraries in the specified year.

F3.1.2 Number of items borrowed: this is the total number of items that your library borrowed as a result of its ILLO requests. This is called 'Requester – Received' on the VDX system. It counts the number of requests that the library processed as 'received' for the specified year.

F3.2 Requests Received and Items Lent

F3.2.1 Number of requests received from other libraries: this is the total number of ILLO requests that other libraries sent to your library. This is called 'Responder – Requests' on the VDX system. It counts the number of incoming requests that the library handled in the specified year, regardless of whether the library 'shipped' them or not.

F3.2.2 Number of items lent: this is the total number of items that your library loaned other libraries via ILLO. This is called 'Responder-Shipped' on the VDX system. It counts the number of requests that the library processed as 'shipped' in the specified year.

Comment Box

Please use this box to highlight significant changes in circulation, library programming or other areas related to this section.

Click **Save** to save all the data in Section F.

Click **Next** to go to the next form.

Section G - Library System Activities

G1.0 Typical Week Data		Totals
G1.1 Circulation		
G1.1.1 All circulation except E-books, downloadable audio books, music and video		
G1.1.2 All circulation for E-books, downloadable audio books, music and video		
G1.1.3 Total circulation of all library materials		0

G1.0 Typical Week Data

Use data from the *typical week* survey to report on weekly Circulation, In Library Materials Use, Electronic Information Resources Use, Reference and Library Visits below.

A library that believes it has reliable annual data for applicable Typical Week Data fields and may not have completed a typical week survey may use its annual data for typical week fields but must divide that data by 50 and input a weekly figure in the typical week fields covered below. Completion of Typical Week Surveys helps support consistency of data reporting.

G1.1 Circulation (typical week data)

G1.1.1: Report the total circulation of all library materials except E-books and downloadable resources (e.g. downloadable audio books, downloadable music and downloadable video) checked out from the library's permanent collection of materials directly by library users for use outside the library.

Remember to include:

- renewals made in-person, by phone or electronically;
- items borrowed on inter-library loan from other library systems that were circulated to your library users;
- the initial circulation of rotating or bulk loan materials to a deposit collection. (e.g.. rotation of 4 times a year X 500 items = 2000 circulation), and exclude the actual or estimated subsequent circulation of bulk loans of those items to users

Be sure to exclude:

- photocopies in lieu of loans; and
- loans to another library system or branch.

G1.1.2: Report circulation of all E-books, downloadable audio books, music and video including OverDrive, Zinio, Freegal and similar services.

- Include all downloads (and renewals if technologically applicable) of E-books, audio books, music and video, including OverDrive, Zinio, Freegal and similar services.

G1.1.3: Total Circulation of all Library Material – Total of G1.1.1 + G1.1.2.

G1.2 In Library Materials Use (typical week data)

G1.2 In Library Materials Use	<input type="text"/>
G1.2.1 Total In Library Materials Use	<input type="text"/>
G1.3 Electronic Information Resources, and Wireless Use	<input type="text"/>
G1.3.1 No. of people using library workstations	<input type="text"/>
G1.3.2 No. of times electronic databases are accessed by library users	<input type="text"/>
G1.3.3 No. of people using public library wireless connection	<input type="text"/>

G1.2.1: Report the number of materials used inside the library and not checked out. Count any items removed from their usual location by staff or library users. Include reference materials, circulating materials, magazines, newspapers and all other materials used in the library.

- Count a vertical file, pamphlet file, multi-media kit or language learning kit as a single item - do not count each file and kit component as a separate element.
- Do not count audio-visual items unless they were used at viewing/listening stations available in the branch.
- Do not include items returned from an outside circulation.

G1.3 Electronic Information Resources and Wireless Use (typical week data)

G1.3.1 Number of people using library workstations: Count the number of people who use public access computer workstations in the library, either from sign-up sheets or by a manual stick count. Do not factor in the length of the session in the count (i.e. if a user is at a workstation for a long time, do not count it as more than one workstation use). Exclude public use of computer workstations that can only be used to access the library catalogue (OPAC).

G1.3.2 Number of times electronic databases are accessed by library users:

Count the number of searches (or number of sessions if number of searches is not available) conducted in the online databases that are accessible at the library. If the library cannot provide this information enter zero. When you calculate this number:

- include vendor provided statistics on the total use of all databases licensed by the library for use by library users;
- include networked CD-*ROM databases and locally created databases (e.g. local newspaper indexes, local history collections or community information);
- count the use of a CD-ROM or other database title as one use;
- do not count each separate record accessed within the database; and
- use a typical week count for those items for which statistics are not provided by a vendor or counted automatically.

G1.3.3 Number of people using public library wireless connection

For libraries that offer wireless Internet connection to enable public use of personal or library-owned laptops on library property, count the number of people who used the wireless connection during the typical week. Use your wireless router's log report or appropriate software to obtain this number. If your library does not have a log report or appropriate software available, do a manual head-count. To clarify, include the number of people within the library building and if possible, the number of people accessing the library's wireless connection on the library's grounds or property

G1.4 Reference, Information Provision and Instruction (typical week data)

G1.4 Reference, Information Provision and Instruction	Updated		
G1.4.1 No. of standard reference transactions			
G1.4.2 No. of electronic reference transactions			

G1.4.1 Number of standard reference transactions (criteria):

A standard reference transaction is a request for information made directly by a library user that involves the knowledge, use, recommendation, interpretation or instruction in the use of one or more information sources or bibliographic tools by library staff. (examples of reference questions include: 'How can I find out when Andrew Wyeth was born?' or 'Can you help me to locate information on the Internet about skiing in Ontario?') Standard reference transactions include reference requests library users make in person, on the phone, by regular mail (i.e. not e-mail) or by FAX. Information sources include print and non-print materials, electronic databases, catalogues and referrals to sources outside the library. If a request is referred to another branch, only the branch where the original request was made should count the reference request. If a library user has multiple questions, record each question as a separate transaction if it deals with a new subject.

Include:

Requests for help finding information on an electronic database or in the catalogue (other than simple checks of the library catalogue for a specific title),

- questions of fact or finding facts,
- literature searches,
- requests for information and referral,
- actual database searches, and
- requests received in person, by telephone, mail, or fax.

Exclude:

- Requests for directions, information on locations, (e.g. 'Is the library open Thursday nights?'),
- interlibrary loan requests,
- questions about rules or policies, (e.g. 'What is the loan period for videotapes?')
- requests for assistance about the use of the library and its services (i.e. library policy, procedures, services, programs, equipment, and facilities),
- shelf checks and simple checks of the library catalogue for specific items, and
- advertisements, bills, personal telephone calls, public notices or solicitations received by library staff

G1.4.2 Number of electronic reference transactions: An electronic reference transaction is one which follows the same criteria as a standard reference request but is received via electronic means (e.g. via email or web page or social media).

G1.4.3 No. of Reader's Advisory transactions	<input type="text"/>
G1.4.4 No. of Information Communication Technology, software and social media support requests	<input type="text"/>
G1.4.5 Average staff time in minutes per Information Communication Technology, software and social media support request:	<input type="text"/>
G1.4.6 Number of times accessible material, equipment or devices are requested	100

G1.4.3 Number of Reader's Advisory transactions: A Reader's Advisory transaction is a request for information made directly by a library user for the purpose of obtaining recommendations, guidance or specific materials relating to a library user's choice of reading material which focuses on a genre, topic or link between the library user's interests and the expansion of their literary interests.

G1.4.4 Number of Information Communication Technology, software and social media support requests: An information communications technology, software and social media support request is a request for information made directly by a library user for the purpose of obtaining information or help on information Communication Technology, software and social media. Examples include requests for help or information on E-book readers and their applications, blogs, social media such as Twitter or Facebook, computer software, and the Internet.

G1.4.5 Average staff time in minutes per Information Communication Technology, software and social media support request: Record the average time in minutes it takes staff to respond to user inquiries or need for orientation on Information Communication Technology, software, social media, computers or the Internet. An example would be time spent to orient a library user to an E-book reader or any of its applications or content. To assist your library to record this, try to record some times in minutes taken for these questions and average them, or provide best estimates based on staff experience.

G1.4.6 Number of times accessible material, equipment or devices are requested: A purpose of this question is to measure some of the accessibility assistance people receive at the library that meets the intent and spirit of the Accessibility for Ontarians with Disabilities Act, (AODA). Count the number of times that staff provides accessible material, equipment or devices to members of the public requesting them because of their accessibility features. Include in-person, phoned or emailed requests for accessible format material of any kind, including through inter library loan. Include the number of times staff retrieve material within the library to meet accessibility needs. This can include material acquired through CNIB or CELA initiatives assisted by any library level data provided from those initiatives.

Accessibility devices, equipment or furniture include but are not limited to magnification devices, large print screens on computers, audio book and Braille readers, or adjustable chairs and desks. If a member of the public seeks more than one accessible material item or accessible equipment item during the same request to staff, count it as one request.

Staff can use best estimates for counting such items as audio books where one member of the public may borrow an audio book for accessibility purposes but where another member of the public without accessibility needs may borrow an audio book to simply listen to.

Public libraries with an ILS may be able to derive an average weekly statistic to address this question with information from their ILS. An example is the number of times people borrow Daisy readers or CNIB material. If your library uses software like Userful for its public access computers count the number of times people use large print capability of computers.

G1.5 Library Visits (typical week data)

G1.5 Library Visits

G1.5.1 No. of visits to the library made in person

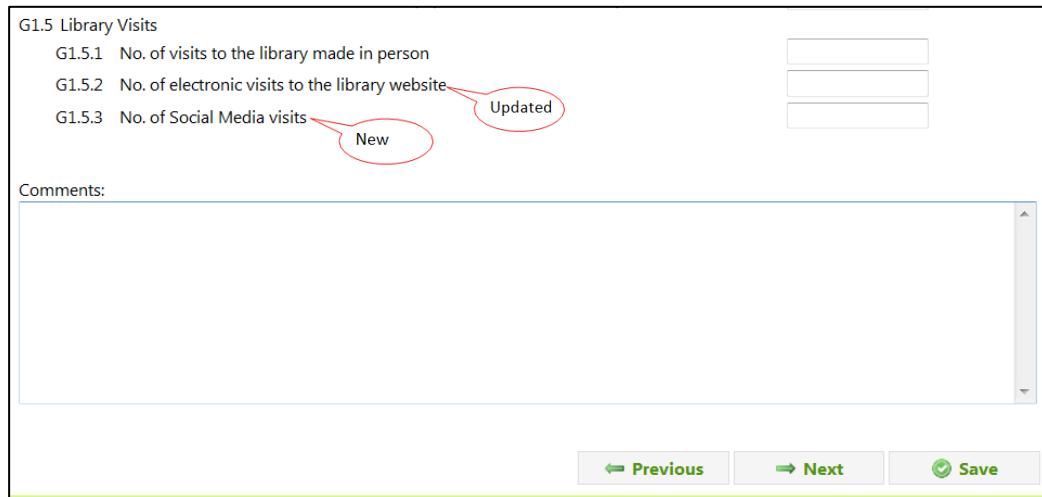
G1.5.2 No. of electronic visits to the library website

G1.5.3 No. of Social Media visits

Comments:

New **Updated**

Previous **Next** **Save**



G1.5.1 Number of visits made to the library in person: State the number of people entering the library for whatever purpose.

- count people as they are entering and re-entering the library,
- include people attending programs or making use of community meeting rooms, and
- exclude staff and service personnel.

G1.5.2 Number of electronic visits (user sessions) to the library website: If your library has a website, state the number of visits made to it. Use electronic counting software (e.g. Google Analytics) to generate this figure. This can include visits through the library website to the library catalogue if separate from the website or to the library's digital collections or digital local history collections. Include visits from both inside and outside the library.

G1.5.3 Number of social media visits: If your library participates in social media, state the number of visits made to your library's social media such as blogs, Facebook and Flickr. Include visits from both inside and outside the library. This can include Twitter Retweets, replies and favorites, Facebook likes, shares and comments, Google+ "+1"s, shares and comments, LinkedIn connections and Pinterest pins and repins.

Comment Box

Please use this box to highlight significant changes to typical week data, the types of requests received by your library staff, or on library usage.

Click **Save** to save all the data in Section G.

Click **Next** to go to the next form.

Section H – Partnerships and Initiatives

H1.1 Consortia and Co-operative Purchasing	
H1.1.1 Please select from the drop down list below, types of consortia your library participates in on a regular basis. Name the purchasing consortia in the field next to selected type.	
Types of Consortia <input type="button" value="▼"/>	Name Purchasing Consortia <input type="button" value="+"/> <input type="button" value="+"/>
Other Types of Consortia <input type="button" value="+"/> <input type="button" value="+"/>	
H1.2 Friends of the Library and Foundations	
H1.2.1 Is your library associated with a Friends or Foundation organization or other charitable group?	
<input type="radio"/> Yes <input type="radio"/> No	
H1.2.2 If Yes, provide number of Friends or Foundations organizations your public library works with <input type="text"/>	
H1.3 Social Media	
H1.3.1 Does your library make use of and participate in social media?	
<input type="radio"/> Yes <input type="radio"/> No	
H1.3.2 If Yes, select all that apply from the drop down list below:	
<input type="button" value="▼"/>	<input type="button" value="+"/> <input type="button" value="+"/>
Other Social Media <input type="button" value="+"/> <input type="button" value="+"/>	

H1.1 Consortia and Co-operative Purchasing: Report on any active consortia and cooperative initiatives that your library participates in. Select from the drop-down list to identify those categories relevant to your library and identify specific consortia further by name. There is also an option to add additional consortia types and identify them by name. The drop-down categories are:

- Books
- E-books
- Databases and other downloadable services (such as music or other digital content)
- Computer software
- Connectivity
- Integrated Library Systems (ILS)
- Corporate discount programs (e.g. office supplies with an office retailer or library vendor)
- Municipal and Local government services
- Other

Updated

H1.2 Friends of the Library and Foundations: Report on whether your library is associated with any active Friends or Foundation organizations, or other charitable groups. If you reply “yes,” you must report the number of organizations your library is involved with.

H1.3 Social Media: Report on whether your library makes use of and participates in social media. If you reply “yes”, please identify, from the drop-down list, the categories of social media that your library engages in. There is also an option to add social media categories. The drop-down categories are:

- Blogs
- Twitter

- Facebook
- Google+
- RSS feeds
- Flickr
- YouTube
- LinkedIn
- Other (Add new categories as needed for additional social media your library participates in.)

H1.4 Cultural Partnerships and activities	
H1.4.1 Do you have any active cultural partnerships?	
<input type="radio"/> Yes <input type="radio"/> No <input type="text"/>	
H1.4.2 If Yes, how many?	
H1.4.3 If Yes, select partners from the drop down list below:	
<input type="text"/> Updated + + <input type="text"/> + +	
H1.4.4 Please give examples of your activities in the field below (e.g. art gallery, museum or other institution as part of mandate or building etc.)	
<input type="text"/>	
H1.5 Education Sector Partnerships	
H1.5.1 Do you have any Education Sector Partnerships?	
<input type="radio"/> Yes <input type="radio"/> No <input type="text"/>	
H1.5.2 If Yes, how many?	
H1.5.3 If Yes, select partners from the drop down list below:	
<input type="text"/> + + <input type="text"/> + +	

H1.4 Cultural Partnerships and activities: Report on whether your library has any active partnerships. If you reply “yes”, report the number of partnerships your library has. Using the drop-down menu list, identify the categories of cultural partnerships your library has. There is also an option to add cultural partnership categories. The pull-down categories are:

- Community Museums
- Art galleries
- Municipal cultural planning partnerships
- Archives
- Heritage Organizations
- Ethno-cultural and Newcomer Service Organizations
- Other

H1.5 Education Sector Partnerships: Report on whether your library has any active education sector partnerships. If you reply “yes”, report the number of partnerships your library has. Use the drop-down list to identify categories of education sector partnerships that your library has. There is also an option to add cultural partnership categories. The pull-down categories are:

- Early childhood organizations
- School boards, including local schools and local education authorities
- Community colleges

- Universities
- Distance education
- Other

H1.6 Significant achievements	<p>H1.6.1 Please list any special achievements for your library in the past Survey year in the field below (e.g. updated library integrated system implemented, networking, new programs provided, fundraising initiatives, new library building opened, renovation completed, new partnership created, municipal cultural plan completed, other achievements that has a positive impact on the community your library serves, etc.).</p> <div style="border: 1px solid black; height: 40px; width: 100%;"></div>		
H1.7 Government Services	<p>H1.7.1 Does your library participate in federal, provincial or municipal government service partnerships?</p> <p><input type="radio"/> Yes</p> <p><input type="radio"/> No</p> <p>H1.7.2 If Yes, please select any government service partnership that you participate in, from the drop down list below:</p> <div style="border: 1px solid black; width: 100%; height: 20px; margin-bottom: 5px;"></div> <div style="display: flex; align-items: center;"> Other government Service Partnerships                                                <img alt</div>		

H1.6 Significant achievements: Please list any special achievements for your library in the past Survey year in the field provided (e.g. updated library integrated system implemented, networking, new programs provided, fundraising initiatives, new library building opened, renovation complete, new partnership created, municipal cultural plan completed, 3-D printer and their numbers in service, digital service centres or labs, makerspaces, other achievements that have a positive impact on the community your library serves, etc.) The information you provide can be at the branch or library system level and will help the Ministry to understand the accomplishments of public libraries in Ontario.

H1.7 Government Services: Answer 'Yes' or 'No' as applicable and select all active government services partnerships that apply from the drop-down menu. Add new lines as needed.

- Service Ontario
- Human Resources and Skills Development Canada (HRSDC)
- Community Access Program (CAP) Youth
- Municipal services (e.g. licences)
- Health (e.g. health information services in partnership with any level of government)

H1.8 Capital Projects: Select 'Yes' or 'No' to indicate whether your library has any capital project plans. In the fields provided, please indicate the name of the project, the year commencing, square footage (if applicable) and the total project cost (or nearest estimate).

- Projects should be shovel ready at the present or, shovel ready in the next 2 years from the time of filling out this survey.

H1.9 Business and Economic Sector Partnerships

H1.9.1 Does your library have any active business and economic sector partnerships? (e.g. Chamber of Commerce, Business Improvement Area (BIA) or other)?

Yes
 No

H1.9.2 If Yes, please select business and economic sector partnerships from the drop down list below:

Chamber of Commerce Chamber of Commerce

Other Business and Economic Sector Partnerships Other Business and Economic Sector Partnerships

Comments:

Previous Next Save

H1.9 Business and Economic Sector Partnerships:

H1.9.1 Select “Yes” or “No” to indicate whether your library has any partnerships with the business and economic sector.

H1.9.2 If yes, select from the drop-down menu and add new lines as applicable.

If not on the drop-down list, add to Other Business and Economic Sector Partnerships field

H2.0 Measuring the results of Library Services:

H2.1 Measuring the Results of Library Services

H2.0 Measuring The Results of Library Services

H2.1 Please Fill In:

Please provide information if you measure the results, impact and outcomes of your library services including library programs. This includes if you record outcome information as a result of performance measurement evaluation. What do you measure? What are some highlights of results? How does your library do the measurement? Information can be at a branch or library system level. We would also like to know if you have upcoming plans to do such measurements.

An example of outcomes might be if a library provides early literacy programming and six months later it approaches parents or care-givers to learn of the success or impact of the programming on participant children literacy skills. Have children’s literacy skills increased

and do parents or care-givers credit the library program for that? Another example might be if the library provides a job application and interview skills training program, and one year later surveys participants to learn who managed to secure a new job and if they credit the library's program for their successful job search.

It is important to note that measuring outcomes is different from post-program participant evaluation, such as inquiring if participants enjoyed a library program, would take it again or recommend it to others. It is also not measuring outputs, such as the number of library program attendees.

Comment Box

Please use this box to expand on any of the items in this section or to outline something that was not covered but is of relevance to this section.

Click **Save** to save all the data in Section H.

Click **Next** to go to the next form.

Section I – Certification

The Certification form first displays the status for each section of the survey.

No.	Forms	Status
A	General Information	Complete
B	Financial Information	Complete
C	Library System Holdings	Complete
D	Library System Staffing	Complete
E	Library System Facilities	Complete
F/G	Library System Activities	Complete
H	Partnerships and Initiatives	Complete

I. Certification
Please click on the link below to access the Certification Section. Print, complete and keep a signed copy for your records:
[Certification](#)

Help and Instructions
Please click on the link below to access help and instructions regarding the Annual Survey of Public Libraries:
<http://www.mtc.gov.on.ca/en/libraries/statistics.shtml>

[◀ Previous](#) [View/Print Report](#)

Ensure that each section of the Annual Survey indicates 'Complete' in the 'Status' column. If not complete, go back to the form(s) requiring additional information.

Once all sections are complete, click on the 'Certification' link. Follow the instructions provided on the form. Print and keep a signed copy for your records. See sample form on next page.

Signing Authority

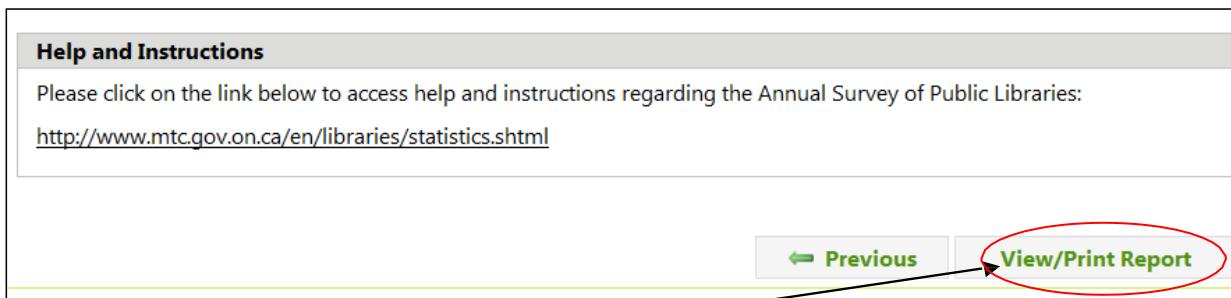
Library Type	Details
Public Libraries	The public library Chief Executive Officer (or other staff delegated to sign on behalf of their public library) should sign a printed-off copy of their Annual Survey and retain the signed copy for five years. The Board Chairperson or Secretary should also sign.
Public Libraries established by a Local Services Board or First Nation Band	The authorized official for a Local Services Board, or First Nation Band, should sign a printed-off copy of their Annual Survey and retain the signed copy for five years.

Help and Instructions

- 1) `Right-click` on the link provided.
- 2) Click on ``Open in New Tab`` or ``Open in New Window`` (depends on the browser)
- 3) The Ministry's Public Library website statistics page will open in a new window.

Printing the report

You can also print or save a PDF copy of the entire report from the Certification page at any time.



- 1) Click on View/Print report.
- 2) The report will be generated in HTML and open in a new window. You can scroll through the report to ensure that it is complete, print it or save to a PDF file that can be saved for your records or sent for review.



- 3) Click on "Print" to send to a printer.
- 4) Click on "Save Report as PDF" to create a file that can be stored on your hard drive.

Note: To print a blank survey form to help collect information before inputting the data into LibStats, you can enter data in Section A, General Information; data field A1.14 "No. of Active Cardholders". That will activate the survey. You can then go straight to the Certification page and print off a blank survey for your library's use.

Blank Certification Form

Complete this form, print and save a hard copy of this form with a copy of your data submission.

This annual report is filed by the undersigned pursuant to the *Public Libraries Act*, R.S.O. 1990, C.P. 44 for the fiscal year:

Fiscal Year, April 1 to March 31 *or* October 1 to September 30 _____ - _____
(years)

Calendar Year, January 1 to December 31 _____
(year)

Legal Name of Public Library, Municipality, Local Services Board or First Nation Band:

The Public Library Board, Municipality, Local Services Board *or* First Nation Band during the reporting period herewith, accepts the above report, certifies its essential accuracy and transmits it to the Ministry of Tourism, Culture and Sport in accordance with the above statute and consents to the release of the information contained in the report pursuant to subsection 17(3) of the *Freedom of Information and Protection of Privacy Act*, R.S.O. 1990, chapter F.31, as amended.

Print Name of Chief Executive Officer
and Chair Person or Authorized Official

Second signature if locally required:
Print Name of Chief Executive Officer
and Chair Person or Authorized Official

Signature of Chief Executive Officer
and Chair Person or Authorized Official

Signature of Chief Executive Officer
and Chair Person or Authorized Official

Date _____

Date _____

Please ensure that you retain a copy of the survey that you e-filed and a signed copy of the certification in your records for audit purposes, as the e-filed survey is not a signed document.

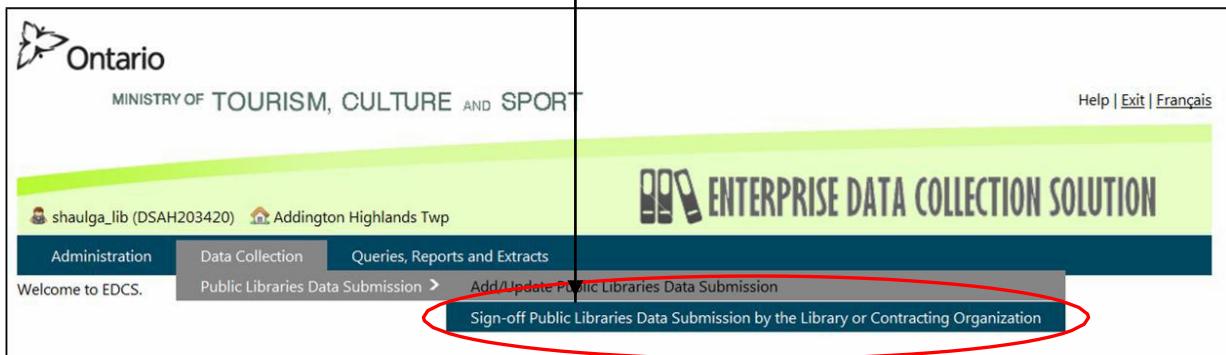
Print this certification, complete and have it signed and attach it to your e-filed survey. Do not return this acknowledgement and certification to the Ministry.

Signing off a data submission

Once all of the data has been entered online and certified, the submission is ready to be signed off by the library user. After the library has signed-off, the submission data will be:

- “locked” (it can be re-opened later if necessary)
- reviewed by the Ministry
- signed off by the Ministry

To begin the sign-off process, point at the Data Collection menu and select “*Sign-off Public Libraries Data Submission by the Library or Contracting Organization*”.



The LibStats application will execute a number of business rules to validate the data.

Note: This is different than data entry errors which must be corrected immediately.

Your library name will be displayed in the “organization” field. In this example a “Public Library” is used but the process is the same for a “Contracting Organization”.

Note: *Users may only sign off a submission for their own organization.*

A list of all submissions for the library will display including submissions from previous years. The last activity for the submission will also be displayed. Select the open submission for the current year to begin the sign-off process.

Warnings and errors will be displayed.

User Name: Tishkovir1 (DSAH200866) Submission Period: Annual Public Library Statistics 2013 Organization: Addington Highlands Twp (L0005)

[Submission Period List](#) [Data Collection Menu](#)

PUBLIC LIBRARIES SIGN-OFF DATA SUBMISSION BY THE ORGANIZATION

ERROR / WARNING LIST

All	A	B	C	D	E	F	G	H	I	J	K	L	M
N	O	P	Q	R	S	T	U	V	W	X	Y	Z	#
Message	Error Data												Type
A1.14 No. of Active Library Cardholders has a variance greater than 5% from the previous survey period													Warning
B1.1 Net Balance brought forward from previous year amount has a variance greater than 5% from the previous survey period													Warning
B4.3 Staffing training operating expenditure amount has a variance greater than 10% from the previous survey period													Warning
B6.0 Total capital expenditures amount has a variance greater than or equal to 10% from the previous survey period													Warning
C2.3.3 Circulating number of Titles of E-resources for each language has a variance greater than or equal to 10% from the previous survey period													Warning
C2.3.4 Circulating number of Copies of E-resources for each language has a variance greater than or equal to 10% from the previous survey period													Warning
F1.0 Total annual circulation of your library board has a variance greater than or equal to 10% from the previous survey period													Warning
F2.2 Annual program attendance has a variance greater than or equal to 10% from the previous survey period													Warning
G1.3.1 Number of people using library workstations has a variance greater than or equal to 10% from the previous survey period													Warning
G1.3.2 Number of times electronic databases are accessed by library users has a variance greater than or equal to 10% from the previous survey period													Warning

Page Size: 10 [« Previous](#) [1](#) [2](#) [Next »](#)

Click 'Sign-Off' button to notify the Ministry that you are ready to sign-off



If errors are found, they must be fixed before you can proceed. Warnings may or may not require changes.

If no errors or warnings are found, or if you wish to override a warning click on **Sign-off** to proceed.

Library Statistics Data Submission Library Sign-off warnings encountered

[Submission Period List](#) [Data Collection Menu](#)

PUBLIC LIBRARIES SIGN-OFF DATA SUBMISSION BY THE ORGANIZATION

ERROR / WARNING LIST

All	A	B	C	D	E	F	G	H	I	J	K	L	M
N	O	P	Q	R	S	T	U	V	W	X	Y	Z	#
Message	Error Data												Type
A1.14 No. of Active Library Cardholders has a variance greater than 5% from the previous survey period													Warning
B1.1 Net Balance brought forward from previous year amount has a variance greater than 5% from the previous survey period													Warning
B4.3 Staffing training operating expenditure amount has a variance greater than 10% from the previous survey period													Warning
B6.0 Total capital expenditures amount has a variance greater than or equal to 10% from the previous survey period													Warning
C2.3.3 Circulating number of Titles of E-resources for each language has a variance greater than or equal to 10% from the previous survey period													Warning

Page Size: 5 [« Previous](#) [1](#) [2](#) [3](#) [Next »](#)

* indicates that this data must be provided

[Cancel Sign-off](#)

If no warnings are found or if you wish to override a warning, proceed to **“Confirm Sign-off”**. If you want to fix any warnings, click on **Cancel Sign-off** and then make the required changes.

An email will also be sent to the user who requested the sign-off. The email contains a link to the validation report.

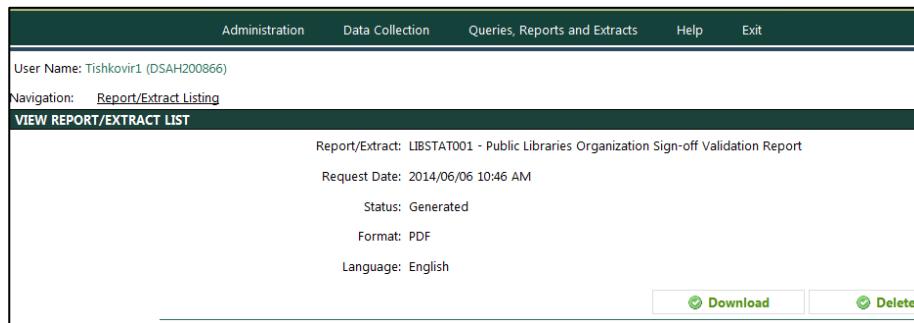


The screenshot shows an email message with the following details:

From: UAT_EDCS@edu.gov.on.ca
To: Shaul, Gary (CSC)
Cc:
Subject: Report/Extract generated / Rapport, extrait générés.

Sent: Thu 07/26/2012 12:30 PM
Report/Extract generated / Rapport, extrait générés. -Addington Highlands Twp-Addington Highlands Twp
Public Libraries Organization Sign-off Validation Report/Rapport de validation de l'approbation des bibliothèques publiques par les organisations
12:29:55
2012/07/26
https://onsisr5bft.edu.gov.on.ca/EDCSPROD/main/QueRepExt/ViewReport.aspx?schedule_ids=200338097&status_code=05

Click on the link to view report options.



The screenshot shows a user interface for viewing a report. The top navigation bar includes links for Administration, Data Collection, Queries, Reports and Extracts, Help, and Exit. The user is logged in as Tishkovir1 (DSAH200866). The navigation bar also shows a Report/Extract Listing link. The main content area is titled "VIEW REPORT/EXTRACT LIST" and displays the following details for a report:

Report/Extract: LIBSTAT001 - Public Libraries Organization Sign-off Validation Report
Request Date: 2014/06/06 10:46 AM
Status: Generated
Format: PDF
Language: English

At the bottom of the content area are two buttons: "Download" and "Delete".

Download	Creates a PDF which can be saved on your storage media.
Delete	Delete the validation report.

Sample report

EDCS

Enterprise Data Collection Solution

LIBSTAT001 - Public Libraries Organization Sign-off Validation Report

Organization : Addington Highlands Twp (L0005)
 Submission Period : Annual Public Library Statistics 2012-2013 (2013/06/30)
 Submission Status : Open

MLSE006	E3.2 Number of services points for branches open 12 hours per week or more has a variance greater than or equal to 5% from the previous survey period	1
MLSE007	E3.2 Total weekly hours of operation for branches open 12 hours per week or more has a variance greater than or equal to 5% from the previous survey period	1
MLSE008	E3.3 Number of services points for branches open less than 12 hours per week has a variance greater than or equal to 5% from the previous survey period	1
MLSF002	F1.0 Total annual circulation of your library board has a variance greater than or equal to 10% from the previous survey period	1
MLSF003	F2.1 Number of programs held annually has a variance greater than or equal to 10% from the previous survey period	1
MLSF004	F2.2 Annual program attendance has a variance greater than or equal to 10% from the previous survey period	1
MLSG002	G1.1.3 Total circulation of all library materials has a variance greater than or equal to 10% from the previous survey period	1
MLSG003	G1.2.1 Total in library materials use has a variance greater than or equal to 10% from the previous survey period	1
MLSG004	G1.3.1 Number of people using library workstations has a variance greater than or equal to 10% from the previous survey period	1
MLSG005	G1.3.2 Number of times electronic databases are accessed by library users has a variance greater than or equal to 10% from the previous survey period	1
MLSG006	G1.3.3 Number of people using public library wireless connection has a variance greater than or equal to 10% from the previous survey period	1
MLSG008	G1.4.2 Number of electronic reference transactions has a variance greater than or equal to 10% from the previous survey period	1
MLSG010	G1.5.1 Number of visits to the library made in person has a variance greater than or equal to 10% from the previous survey period	1
MLSG011	G1.5.2 Number of electronic visits to the library has a variance greater than or equal to 10% from the previous survey period	1
Grand Total		36

Fixing errors and warnings

Administration Data Collection Queries, Reports and Extracts

Submission Period: Annual Public Library Statistics 2011 **Organization:** Addington Highlands Twp (L0005)

Library Statistics Data Submission Library Sign-off warnings encountered

 [Submission Period List](#) [Data Collection Menu](#)

Public Libraries Sign-Off Data Submission By The Organization

Error / Warning List													
All	A	B	C	D	E	F	G	H	I	J	K	L	M
N	O	P	Q	R	S	T	U	V	W	X	Y	Z	#
Message													
Library Stats - Annual Survey - Library System Holdings form - C1.2 Reference Volumes Held should be >= C1.1 Reference Titles Held for each language's column													
Error Data													
Warning													
Type													

Page Size: 10 ▾

* indicates that this data must be provided

*Cancel Sign-off

Critical errors must be fixed before the sign-off process can be confirmed. To do so,

1. Print the page as a reference
2. Cancel sign-off
3. Return to the submission
4. Fix the errors on the corresponding forms
5. Start the sign-off process again. If errors persist, try again.

Warnings will not prevent the submission from being signed off. To correct any warnings, follow the steps for “critical errors” above.

***Note:** You cannot cancel sign-off after clicking ‘Confirm Sign-off’. If you notice that you have incorrect data after sign-off, contact Ministry staff who will return your submission to you for data correction. Once data is corrected, then repeat the sign-off process.

Cancelling Sign-Off

Administration Data Collection Queries, Reports and Extracts

Submission Period: Annual Public Library Statistics 2011 **Organization:** Addington Highlands Twp (L0005)

Library Statistics Data Submission Library Sign-off warnings encountered

[Submission Period List](#) [Data Collection Menu](#)

Public Libraries Sign-Off Data Submission By The Organization

Error / Warning List

All	A	B	C	D	E	F	G	H	I	J	K	L	M
N	O	P	Q	R	S	T	U	V	W	X	Y	Z	#
Message													
Library Stats - Annual Survey - Library System Holdings form - C1.2 Reference Volumes Held should be >= C1.1 Reference Titles Held for each language's column													
Error Data													
Type													
Warning													

Page Size: 10

* indicates that this data must be provided

*Cancel Sign-off

[Confirm Sign-off](#) [Cancel Sign-off](#)



If at any time after signing-off the user would like to add or edit information, the sign-off can be cancelled by clicking on “**Cancel Sign-off**”. However, this must be done before “**Confirm Sign-off**” has been clicked.

User will be returned to the sign-off form and will see the message “*Sign-off has been cancelled*”.

User Name: Tishkovir1 (DSAH200866) **Submission Period:** Annual Public Library Statistics 2013 **Organization:** Addington Highlands Twp (L0005)

[Submission Period List](#) [Data Collection Menu](#)

PUBLIC LIBRARIES SIGN-OFF DATA SUBMISSION BY THE ORGANIZATION

ERROR / WARNING LIST

All	A	B	C	D	E	F	G	H	I	J	K	L	M
N	O	P	Q	R	S	T	U	V	W	X	Y	Z	#
Message													
A1.14 No. of Active Library Cardholders has a variance greater than 5% from the previous survey period													
B1.1 Net Balance brought forward from previous year amount has a variance greater than 5% from the previous survey period													
B4.3 Staffing training operating expenditure amount has a variance greater than 10% from the previous survey period													
B6.0 Total capital expenditures amount has a variance greater than or equal to 10% from the previous survey period													
C2.3.3 Circulating number of Titles of E-resources for each language has a variance greater than or equal to 10% from the previous survey period													
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F1.0 Total annual circulation of your library board has a variance greater than or equal to 10% from the previous survey period													
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G1.3.2 Number of times electronic databases are accessed by library users has a variance greater than or equal to 10% from the previous survey period													
Error Data													
Type													
Warning													

Page Size: 10 [Submit](#)

[« Previous](#) [1](#) [2](#) [Next »](#)

Click ‘Sign-Off’ button to notify the Ministry that you are ready to sign-off

[Sign-off](#)

The sign-off button will be displayed again to enable sign off once the changes have been made to the data.

Important note: If the submission is signed off but then cancelled in order to make changes to the data, the user must run the sign-off process again.

Frequently Asked Questions / Troubleshooting

Q1 – Browsers - What Internet browsers can be used with LibStats?

A. LibStats has been carefully tested using Microsoft Internet Explorer. Use the most current version of Internet Explorer that your personal computer can support. We cannot guarantee that other browsers will display information correctly.

Q2 – User Accounts - I am a new LibStats user. I received two emails from the Ministry informing me that I could sign in. However, I was not successful.

A. Please check the flow chart on Page 10 for first-time log in instructions. Notwithstanding the wording in the emails, you must wait for at least two hours after receiving the third email before attempting to log in for the first time.

Q3 – User Accounts - Do I need to apply for a user name and password every year?

No. Ensure that you retain your GO-Access User Name and Password so that you can fill out and submit your Annual Survey next year. Passwords do not expire.

Q4 – User Accounts - If a new person assumes the role of CEO, can they complete the survey using my account?

A. No. The new CEO will need to request their own account. A new user name and password will be issued.

Q5 – Logging in - I am unable to log in to the LibStats application. What should I do?

A. From time to time there are system upgrades (usually after business hours) or unexpected problems. Please wait a couple of hours and then try again. If the problem persists for more than a day, please notify Ministry staff.

Q6. – Administration - Our librarian retired and we have hired a new librarian. I changed the name in Administration but it is not reflected in the data submission.

A. You must make the Administration Module changes before signing off on the data submission. By signing off, you are confirming the information as it was at the time of sign off.

Q7 – Section B - If I have indicated a surplus or deficit net balance forward from previous year, where do I report this?

A. You must save the amount in Section B1.1.

Q8 – Section B - I'm having problems saving financial information in Section B (Financial).

A. If you are having trouble saving Section B of the Annual Survey, please go through and remove any zeros that you have inserted in fields for which you have no data. Leave those fields blank.

Q9 – Saving data - I'm having problems saving a section of the Annual Survey. What's wrong?

- A. If you're unable to save a particular section of the Annual Survey, look for 'Error' or 'Warning' messages at the top of the page. These will indicate which field is causing a problem. You should also look for red exclamation marks beside all of the fields as these also indicate an error. If you find a red exclamation mark, hover your cursor over it and a pop-up explanation will appear.

Q10 – Errors - How can I create a screen shot?

- A. Simultaneously press the Control and 'Print Screen' button on your keyboard and then click paste in the body of an e-mail. (You can also paste by simultaneously pressing Control and the "v" key on your keyboard.) You can then forward the screen shot to the Ministry.

Q11 – Sign-off - Why is the Sign-off button not available?

- A. If you do not see a 'Sign-off' button on the data collection menu, your permissions may need to be updated. Please notify Ministry staff and allow up to 5 days for the changes to take effect.

Q12 – Data Correction - How can I make corrections to data once I've already submitted the Annual Survey?

- A. If you need to make changes to the data you have signed off, please notify Ministry staff who will re-open your submission for you. Make all necessary changes, re-submit your Annual Survey and sign off again.

Q13 – Printing - How can I print the entire survey once I've completed it?

- A. In order to print your survey so you have a copy for your records, click the "View/Print Report" button at the bottom of Section I – the Certification form. First you will generate the report and then you can send it to print.

Q14 – Printing - How can I print a blank copy of the survey?

- A. If you wish to print a blank Annual Survey form to help gather data before inputting to the LibStats survey, you can enter data in Section A, General Information; field A1.14 "No. of Active Cardholders". That will activate the survey. From there,
 - a) Go straight to the Certification page
 - b) Click on View / Print Report from the bottom right of the page
 - c) Select "Print" and a blank report can be sent to your printer.

Q15 – How do I get a hard copy of the “Certification” form?

- A. Go to the Section I and click 'Certification'. This will bring up the PDF document ('Certification') that you can print and sign for your records. After this, close the PDF.

Q16 – Why isn't data that I've changed displaying?

On rare occasions your saved data may not appear in the system until the following day because of a delay. Check back every couple of hours before attempting to re-enter the data.